



Skilltrade

Academic Catalog

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About Us

MISSION STATEMENT

Skilltrade seeks to revolutionize education and solve critical staffing shortages by making high-quality healthcare and trade skills training programs affordable and accessible to all.

Commitment To Our Mission

The objectives to fulfill the mission of Skilltrade are:

Empowering Student Success: Skilltrade is dedicated to equipping students with the foundational knowledge and skills necessary for success in their chosen fields, ensuring education is both high-quality and accessible.

Comprehensive Support Systems: Skilltrade provides dedicated support and career coaching, along with access to a robust network of employment opportunities, to enhance student success and foster workforce readiness.

Leading the Way in Training: As a top choice for hybrid and online training, Skilltrade leverages an extensive network of instructors and resources to deliver exceptional educational experiences that meet the needs of today's learners.

Bridging Workforce Gaps: Through partnerships with employers, Skilltrade tailors training programs to address specific industry needs, ensuring students are well-prepared for the job market and contributing to solutions for staffing shortages.

Preparing Students for Immediate Impact: Skilltrade graduates demonstrate essential skills relevant to their fields, achieve certifications, and are equipped with practical experience, positioning them as competitive candidates in the workforce.

Brief History / Introductory Information

Founded in 2024 by Jason Aubrey, Skilltrade, Inc. was formed in recognition of the need to revolutionize education by creating impactful and accessible training for healthcare and trade skills. Skilltrade's comprehensive curriculum and training programs are designed to help students launch and advance skilled trade careers, while also providing long-term solutions to chronic staffing shortages. Skilltrade's vision is to become the nation's leading provider of healthcare and trade skills training, fueled by best-in-class online learning technology, the most extensive network of top-tier instructors, and convenient employer training locations throughout the country.

EDUCATIONAL MODEL INTRODUCTION

Skilltrade provides a premier educational training experience through two primary modalities: Online Learning and Hybrid Learning. Every program is designed to prepare students for seeking national certification while equipping them with the skills necessary to confidently enter the workforce in their chosen trade. Additionally, every student has access to a robust catalog of supportive resources, including a dedicated advisor who will provide personalized guidance throughout their Skilltrade journey.

Online Coursework

Both Online Learning and Hybrid Learning modalities include comprehensive online coursework that replaces traditional lectures, utilizing Skilltrade's Dynamic eLearning Matrix. Skilltrade's immersive approach ensures that learners engage, practice, and master concepts and skills that they can confidently apply in professional environments. Leveraging an ultramodern approach to best practices in instructional design, the online coursework curriculum is expertly designed to meet the diverse learning styles and needs of all students.

Skilltrade's Dynamic eLearning Matrix		
Instructor-Led Interactive Lecture Videos	Gamified Learning Modules	Hands-On Virtual Simulations
Dynamic presentations led by trade experts, featuring enhanced visuals, descriptive text, and integrated knowledge checks to ensure students retain the most vital parts of the lecture.	Learners engage with game-based learning activities built into their curriculum, designed to target specific skills, and improve knowledge retention through engaging and competitive elements.	We empower learners with interactive 3D tools and equipment simulations, allowing hands-on skill practice in a virtual setup.
Scenario-Based Immersive Learning	Conversational AI Immersive Scenarios	Interactive 3D Learning Models
We provide students with realistic experiences of real-world trade challenges within 3D virtual environments.	Our students engage in spoken conversations with AI-powered virtual characters to practice real-world conversational skills and enhance communication proficiency.	We simplify complex concepts through interactive 3D models and animations that encourage exploration and discovery.
Comprehensive Learning Materials	Integrated Certification and Career Preparation	Ongoing Progress Evaluations
Students are provided with a range of learning resources, including Skilltrade's curated textbooks, eBooks, reference guides, and interactive PDFs.	We integrate certification exam preparation and career development tools into the learning journey, ensuring students are well-prepared for exams and equipped with essential career skills.	Students can track their progress and demonstrate competency through unit quizzes, mid-term assessments, and final exams, accompanied by guided feedback to support continuous improvement.

Hybrid Learning

Skilltrade's Hybrid Learning modality combines highly immersive online modules and virtual simulations, with hands-on, practical experience through skills labs and externship opportunities. This hybrid approach of a flexible online schedule and bi-weekly labs ensures that students gain comprehensive theoretical knowledge while refining the practical skills essential to their chosen trade. Facilitated by experienced instructors, these labs help students practice the most important skills in a controlled, supportive setting.

STATE LICENSURE AND OTHER RECOGNITION

Skilltrade is approved to operate by the Michigan Department of Labor and Economic Opportunity – Employment & Training Division. With this licensure, Skilltrade is also eligible to offer its online program to residents of several other states. Applicants should contact the Enrollment Team for enrollment eligibility in their respective states. Also see the Admissions section below.

Skilltrade is not institutionally accredited and does not hold any programmatic accreditation.

Hours of Operation

Live Agent Office Hours are Monday – Friday: 8 a.m. – 5 p.m. EST

Legal Control

Skilltrade Inc. is a Delaware based corporation. The daily operations are the responsibility of the Chief Executive Officer, Jason Aubrey.

Administrators

Jason Aubrey, Chief Executive Officer

John Morris, Chief Financial Officer

Sandy Mead, Vice President of Workforce Development

Faculty

Kristen Scarlett, Director of Campus Operations

Stephanie Willie, Student Success Manager

FACILITIES

All Medical Assistant Hybrid Program – Supportive Services facilities have:

- Functional exam rooms
- Lab/sterilization area
- Lobby/conference area
- Accessible restrooms
- Equipment/supply storage space

Locations

Michigan	
Skilltrade – Detroit Troy 85 E Big Beaver Rd Troy, MI 48083	The office has at least: • Five (5) training classrooms • One (1) operating room • One (1) sterilization lab • One (1) supply room • Two (2) autoclaves
Skilltrade – Detroit 4059 W Davison Detroit, MI 48238	The office has at least: • Five (5) training classrooms • One (1) operating room • One (1) sterilization lab • One (1) supply room • Two (2) autoclaves
Illinois	
Skilltrade 11 E. Adams Street, Suite 501 Chicago, IL, 60603	The office has at least: • Two (2) training classrooms • One (1) operating room • One (1) sterilization lab • One (1) supply room • Two (2) autoclaves

Admissions

ADMISSIONS CRITERIA

1. **Supportive Services:** Applicants for the Medical Assistant Hybrid Program – Supportive Services must complete an eligibility determination process through their local workforce agency. Approval is based on the agency’s workforce program requirements and specific eligibility criteria for this program. Only participants who have been assessed and approved by their local workforce board for this program will be eligible for supportive services. These services may include:
 - Career readiness support
 - Assistance with overcoming barriers (e.g., transportation, childcare, financial aid)
 - Additional resources to support successful program completion
 - The availability of supportive services is determined by the workforce agency and may vary based on funding and program guidelines.
2. **Age Requirement:** Applicants must be at least 18 years old to enroll. If an applicant is under 18, they must have authorization from a parent or legal guardian. In such cases, the parent or legal guardian is required to sign the enrollment agreement.
3. **Education Requirement:** Applicants must submit one of the following: a U.S. high school diploma, a transcript showing the graduation date, a GED certificate, or equivalent qualification. Any proof of education in a foreign language must be translated into English and approved by the school prior to enrollment. Additionally, proof of education or documents from outside the U.S. must be evaluated by a reputable credential evaluation company for U.S. high school equivalency and approved by the school prior to enrollment.
4. In applicable states, if an applicant is unable to provide proof of secondary education, they must take a skills assessment.
5. **Identification:** Applicants must submit a copy of a government-issued photo identification. Acceptable forms of identification include a valid driver’s license, state ID, or passport. Social Security cards are not acceptable.
6. **Social Security Number:** Applicants must have and submit a valid social security number.
7. **Immunization Documentation:** Medical Assistant Hybrid Program – Supportive Services applicants must submit:
 - Documentation of vaccination or a serum titer, signed by a healthcare provider within the last twelve (12) months, affirming that the applicant is up to date on all immunizations required by the Immunization Policy.
8. **Language and Communication Policy:** Applicants must be able to complete the application forms and communicate in English without the assistance of an interpreter.
9. **Technology Requirement:** Students must have access to the internet and a computer for this program.

APPLICATION PROCESS

Applicants complete a Skilltrade Application and Enrollment Agreement Form, including confirmation/evidence that they meet the admission criteria above. The Skilltrade Student Application and Enrollment Agreement becomes a binding contract once signed by the student and accepted by Skilltrade. By signing, the student confirms they have read and understood the terms of the Agreement, including all policies, as well as the school catalog and applicable supplemental literature. The student also acknowledges that they believe they can benefit from the selected program(s).

CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING

Skilltrade does not perform criminal background checks or drug screenings for admission into a program. However, students should be aware that their drug and criminal status may affect future employment opportunities in healthcare. Regulatory boards, externship sites, employers, and other organizations may require these screenings. Adverse results may prevent a student from progressing in the program. Skilltrade has no control over the drug or criminal background screening processes or policies of any external organization.

IMMUNIZATION POLICY

Medical Assistant Program (Online and Hybrid) students: The CDC and public health authorities recommend that students receive Hepatitis B, Tdap/TD, MMR, and Varicella (chickenpox) vaccinations. Due to the potential risks to patients and healthcare workers, the school strongly recommends that every student receive these vaccines.

Additionally, Influenza and COVID-19 vaccinations are commonly required for externships and employment, so students should consider these requirements as well.

Providing documentation of vaccination or a serum titer confirming immunity, signed by a healthcare provider within the past twelve (12) months, is a requirement for admission into the Medical Assistant Hybrid Program – Supportive Services.

Immunization Documentation

Students must provide documentation for the following vaccinations:

- Influenza: Must be received annually.
- Tetanus-Diphtheria-Pertussis (Tdap): Must be current within the past ten (10) years.
- Measles-Mumps-Rubella (MMR): Documentation of vaccination required.
- Hepatitis B: A complete three-injection series must be finished before admission into the program.
- Varicella (Chickenpox): Students may provide a physician-documented history of the disease as an alternative to providing a shot record or serum titer.
- Tuberculosis Screening Requirements: Students must receive a non-reactive, two-step Purified Protein Derivative (PPD) skin test for Tuberculosis and submit the results to the school. The cost will be the student's responsibility and will vary based on insurance coverage, availability, and provider. Testing is performed by appointment only; students can contact their local health department for appointment availability.

TECHNOLOGY REQUIREMENTS

Skilltrade students are expected to have consistent and reliable access to the following:

Computer

Operating System: Windows 10 or newer, macOS 10.15 or newer

Processor: Intel i5 / AMD Ryzen 5 or better

Memory: 8 GB RAM or more

Storage: 256 GB SSD or more

Internet

Connection: Reliable high-speed internet (Wi-Fi or Ethernet) with at least 10 Mbps download speed

Required Browser: Latest version of Google Chrome

Required Accessories

Speakers and Microphone: Built-in or external, for audio and communication needs

CERTIFICATION TESTING REQUIREMENTS

Skilltrade students will have the option to take their program's certification exam at a PSI testing center or through PSI's live remote proctoring service. Students will be clearly prompted on when and how to sign up for their exam as a part of their online coursework. Certification exams must be scheduled for the final week of the program unless otherwise noted.

Testing Options

- PSI Testing Center: Students may schedule their exam at a designated PSI testing location from the list that will be provided.
- Live Remote Proctoring: Students may choose to take the exam from their home or another private location while being monitored by a proctor via webcam. This option requires specific technology and setup to ensure a secure testing environment that meets PSI's standards.
 - Technology Requirements for Remote Proctoring:
 - Computer: Desktop or laptop ONLY, a Chromebook or tablet will not be accepted.
 - Webcam: Functional webcam capable of providing a clear view of the testing space.
 - Microphone: Working microphone for communication with the proctor.
 - Internet and Browser: Stable internet connection and Google Chrome browser.
 - Environment: A quiet, private, and distraction-free space is required; students will need to provide a 360-degree view of the testing environment before they begin the assessment.

TRANSFER CREDITS

Due to the unique nature of Skilltrade programs, students are not permitted to transfer prior education (credits or clock hours) into Skilltrade programs. Students are also not awarded credit for prior experiential learning.

Skilltrade programs may not be transferable to other higher education institutions for credit. This depends solely on the receiving institution's criteria and determination. Students and prospective students must consult directly with institutions to which they may seek to transfer to confirm transferability of Skilltrade education.

Academic Information

Skilltrade currently offers a Medical Assistant Online Program and a Medical Assistant Hybrid Program –Supportive Services.

ACADEMIC CALENDAR

Medical Assistant Online Program

Program Unit Structure

The Medical Assistant Online Program is comprised of twenty (20) units. Each unit will consist of asynchronous online instruction, interactive modules and a graded assignment. Persistence is measured on a unit basis, allowing portions of the program to be completed at the student's own pace, provided that they maintain pace to complete within the maximum allowable duration of forty (40) weeks. Content is delivered, and assignments are completed in a sequential order that does not allow a student to bypass or skip ahead. Students can expect to spend an average of sixteen (16) clock hours per week on coursework.

Program Schedule

The online program allows students to enroll and start at will, with cohorts of students grouped by week. As the Learning Management System, referred to as the student learning portal, and online content are available at all times, students of the online program can access content and complete assignments at any time.

Medical Assistant Hybrid Program – Supportive Services

Program Unit Structure

The Medical Assistant Hybrid Program – Supportive Services is comprised of twenty (20) units, ten (10) lab classes, and an 80-hour externship. Each week will consist of asynchronous online instruction and interactive modules with a graded assignment, combined with a bi-weekly hands-on lab class held at the site chosen during the enrollment process. After week twelve (12), the student will also begin to perform externship clock hours weekly until the full externship clock hour requirement has been fulfilled. Persistence in the program is measured weekly and run at a

course-directed pace that students must adhere to (see the Satisfactory Academic Progress Policy). Online content is delivered, and assignments are completed in a sequential order that does not allow a student to bypass or skip ahead. Students in the hybrid program have an opportunity to make up a maximum of one (1) missed lab day (see Hybrid Program Attendance Policy). Students can expect to spend an average of eighteen (18) clock hours per week on coursework between online study and lab courses. In addition to online study and lab hours, students will be eligible to begin their externship hours after week twelve (12) in the program. Students need to complete the full eighty (80) clock hours of externship for credit and are able to distribute those hours at their own discretion, and in line with their own schedules, after completion of week twelve (12).

Program Schedule

All locations offering the Medical Assistant Hybrid Program – Supportive Services offer the following schedule options:

- Saturday morning course – 8:00 a.m. - 12:00 p.m.
- Saturday afternoon course – 1:00 p.m. - 5:00 p.m.

Medical Assistant Hybrid Program –Supportive Services Academic Calendar - 2026

Term	Program	Section	Start Date	End Date
1	Hybrid Medical Assistant Course	AM	1/10/2026	5/23/2026
2	Hybrid Medical Assistant Course	AM	3/14/2026	8/1/2026
3	Hybrid Medical Assistant Course	AM	5/30/2026	10/17/2026
4	Hybrid Medical Assistant Course	AM	8/8/2026	1/9/2027
5	Hybrid Medical Assistant Course	AM	10/24/2026	3/27/2027

Academic Holidays

Skilltrade's Academic Calendar recognizes the same holidays for all hybrid programs. Academic holidays will be considered "off" weeks for students and will not require assignments to be completed, or lab hours to be attended, and those obligations will be shifted to the following week.

Fourth of July Weekend
 Week of Thanksgiving
 Week of Christmas
 Week of New Year's Day

Course Availability

Each program cohort has a capacity limit. Availability of either option is dependent on the specific offering and the capacity determined by Skilltrade. Skilltrade does not guarantee the availability of both morning and afternoon options at all times and will allow enrollment to available program cohorts via the school's website. Skilltrade will not exceed a 10:1 student to instructor ratio in the Medical Assistant Hybrid Program – Supportive Services and therefore may, at its own discretion, restrict enrollment to specific courses.

Applicants will select the program and cohort of interest during the application process and will continue with the originally selected option, unless otherwise indicated that a change is requested. Should a student wish to select a new schedule option or start date prior to beginning the program, an enrollment team member will be able to assist with the adjustment. Once an enrollment has been solidified and the student has begun training, they will continue with the course option and cohort throughout the remainder of the program; the morning and afternoon courses are operated on independent schedules and students are not permitted to move between either option.

MEDICAL ASSISTANT ONLINE PROGRAM

Program Objective: The Skilltrade Medical Assistant Online Program prepares students for entry-level positions in various healthcare settings. The curriculum integrates core medical knowledge and hands-on clinical skills using advanced educational technologies, including interactive instructor-led videos, gamified modules, virtual 3D simulations, and AI-driven immersive scenarios. The program covers essential topics such as medical terminology, anatomy and physiology, infection control, pharmacology, clinical procedures, and administrative tasks.

Students will learn how to perform key clinical duties such as taking vital signs, administering medications, performing phlebotomy, conducting EKGs, and assisting with specialty procedures. They will also develop skills in medical office administration, including electronic health records (EHR) management, medical billing and coding, and patient communication. Additionally, students will be trained in telehealth, preparing them to support modern healthcare delivery systems.

The program concludes with comprehensive Certified Clinical Medical Assistant (CCMA) certification exam preparation, including review modules and practice tests. Students will also complete career development training focused on professionalism, resume building, interview skills, and job search strategies. Upon completion of coursework, students will take the CCMA exam to conclude the program, and they will be well-equipped to pursue entry-level positions in healthcare settings such as clinics, hospitals, and private practices.

Graduates of this program qualify for entry-level occupations in healthcare, even without prior postsecondary education or work experience. Specific job titles may include, but are not limited to:

- Certified Clinical Medical Assistant (CCMA)
- Pediatric Medical Assistant
- Dermatology Assistant
- Ophthalmology Assistant
- Urgent Care Assistant
- Medical Office Assistant
- Internal Medicine Assistant
- Primary Care Assistant
- OB/GYN Assistant
- Float Medical Assistant

Program Clock Hours: 320

Program Length: 20 weeks

Delivery Method: Online learning; all clock hours for this program are considered lecture/theory and will be completed asynchronously online.

Graduation Requirements / Program Award: Students who have successfully passed all subjects in the program within an acceptable pace are awarded a Certification of Completion. The Certificate is provided digitally via email upon program completion.

CCMA Certification: As part of the program requirements, students must take the Certified Clinical Medical Assistant (CCMA) exam during the final week of the program. While passing the National Healthcareer Association (NHA) exam to earn the CCMA credential is not required to complete the program, it is highly regarded within the healthcare industry and can significantly enhance employability and career advancement opportunities.

Subject Unit	Subject Title Unit Title	Clock Hours
MA101	Foundations of Medical Assisting	48
Unit 01	Introduction to the Professional Medical Assistant; Healthcare Law and Ethics; Infection Control	16
Unit 02	Communication in the Clinical Setting; Telecommunications; Vital Signs and Body Measurement	16
Unit 03	Introduction to Medical Terminology and Anatomy & Physiology; Patient Intake; Assisting with the Physical Examination	16
MA102	Medication Administration and Diagnostic Testing	48
Unit 04	Principles of Pharmacology; Safe Medication Administration	16
Unit 05	Phlebotomy; Blood Analysis	16
Unit 06	Clinical Laboratory Assisting; Point-of-Care and CLIA-Waived Testing	16
MA103	Cardiac and Respiratory Assisting	32
Unit 07	Cardiology Assisting; Electrocardiography	16
Unit 08	Pulmonology and Medical Emergencies	16
MA201	Administrative Procedures	16
Unit 09	Medical Office Management; Medical Billing and Coding	16
MA202	Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition	48
Unit 10	Neurology; Mental Health Assisting	16
Unit 11	The Integumentary System and Dermatology; The Sensory System and Special Senses	16
Unit 12	Nutrition and Health Promotion; Allergy and Infectious Disease	16
MA203	Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care	48
Unit 13	Surgical Assisting and Procedures	16
Unit 14	Endocrinology Assisting; Gastroenterology Assisting	16
Unit 15	Urology; Reproductive Systems; OB/GYN Assisting	16
MA204	Specialized Patient Care Assisting	48
Unit 16	Pediatric Assisting	16
Unit 17	Orthopedic and Rheumatology Assisting	16
Unit 18	Physical Medicine; Rehabilitation; Geriatric Assisting	16
CCMA401	Professional Development and Certification Review	32
Unit 19	Professional Development and Career Preparation; Focused CCMA Review	16
Unit 20	Career Readiness and Career Advancement; CCMA Exam	16
Total Program/Clock Hours:		320

SUBJECT DESCRIPTIONS

MA 101	Foundations of Medical Assisting	48 Clock Hours
This subject introduces students to the essential roles and responsibilities of medical assistants, including collaboration within healthcare teams and understanding healthcare delivery models and governing bodies. Students learn key infection control practices, such as hand hygiene, medical and surgical asepsis, PPE usage, and biohazard waste management. The subject also covers healthcare law and ethics, focusing on HIPAA compliance, the professional code of ethics, legal and regulatory requirements, and unbiased patient care. Interactive learning methods, including expert-led videos, 3D clinical simulations, and conversational AI scenarios, provide students with a solid foundation for success in healthcare environments. [Prerequisites: N/a]		
MA 102	Medication Administration and Diagnostic Testing	48 Clock Hours
Medication Administration and Diagnostic Testing focuses on developing the practical skills and knowledge required for safe and effective medication administration, blood collection, and diagnostic testing. Students will learn principles of pharmacology, including drug classifications, routes of administration, and medication safety practices, alongside techniques for preparing and administering medications such as injections and reconstitutions. The course also covers venipuncture, specimen handling, and compliance with clinical laboratory protocols, emphasizing accuracy and patient safety. Diagnostic testing is introduced through modules on clinical lab procedures, point-of-care testing, and CLIA-waived tests. Learning is supported by expert-led videos, interactive modules, and 3D clinical simulations, equipping students with the competencies to meet industry standards and deliver quality patient care. [Prerequisites: MA 101]		
MA 103	Cardiac and Respiratory Assisting	32 Clock Hours
This subject provides training in cardiology, pulmonology, and emergency procedures. Students will learn to identify cardiovascular and respiratory diseases, perform stress tests, Holter monitoring, EKGs, spirometry, peak flow, and nebulizer treatments. Emergency response skills include first aid for syncope, bleeding, seizures, and Basic Life Support (BLS) techniques such as CPR and AED use. Through interactive modules, expert-led videos, and 3D simulations, students will gain practical knowledge to excel in real-world applications. [Prerequisites: MA 102]		
MA 201	Administrative Procedures	16 Clock Hours
This subject prepares students to manage the administrative responsibilities of medical assisting, including organizing medical records, scheduling appointments, verifying insurance, and explaining office policies. Students will also learn medical office management tasks like handling filing systems, processing payments, managing petty cash, and navigating EMR systems. The course introduces medical coding and billing, including procedural and diagnostic coding, medical necessity guidelines, and insurance claim processing. Training is supported by immersive scenarios, expert-led videos, and interactive modules to build confidence in ensuring smooth healthcare operations. [Prerequisites: MA 103]		
MA 202	Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition	48 Clock Hours
This subject focuses on specialized areas of patient care, including neurology, mental health, dermatology, sensory systems, and nutrition. Students explore neurology and mental health and learn how to provide patient referrals. The integumentary and dermatology section covers skin conditions and related procedures, while sensory system training includes visual acuity testing, audiometry, and eye and ear care simulations. Nutrition and health promotion topics include dietary coaching, food label interpretation, and disease prevention.		

strategies, with an emphasis on patient education. Content is delivered through interactive modules, expert-led videos, and immersive scenarios to prepare students for these specialized clinical roles. [Prerequisites: MA 201]		
MA 203	Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care	48 Clock Hours
This subject prepares students to assist in specialized areas of healthcare, focusing on surgical procedures, multiorgan systems, and reproductive care. Students will gain foundational knowledge in surgical assisting, including aseptic techniques and patient preparation. Training in endocrinology and gastroenterology covers the functions and disorders of these systems, as well as related clinical procedures. Reproductive care topics include urology, OB/GYN assisting, and procedures for male and female reproductive health. Instruction is delivered through expert-led videos, interactive modules, and immersive scenarios. [Prerequisites: MA 202]		
MA 204	Specialized Patient Care Assisting	48 Clock Hours
This subject focuses on advanced patient care in pediatric, orthopedic, and geriatric settings. Students will learn pediatric-specific procedures, including administering injections and tracking growth metrics. Orthopedic and rheumatology training includes assisting with musculoskeletal conditions and rehabilitation protocols. In geriatric care, students will explore strategies for supporting aging patients with physical medicine and rehabilitation techniques. Emphasis is placed on patient safety, communication, and procedural skills, with learning supported by expert-led instruction, interactive modules, and clinical simulations. [Prerequisites: MA 203]		
CCMA 301	Professional Development, CCMA Review, and Exam	32 Clock Hours
This subject focuses on final preparation for the Certified Clinical Medical Assistant (CCMA) certification and transition into professional practice. It reinforces professional behavior and ethical standards in medical settings. Students refine their resumes, practice interview skills, and explore job placement strategies. The course provides a comprehensive review of key topics for the CCMA exam, along with test-taking strategies and practice exams. Students also develop a plan for ongoing professional development and continuing education. The subject concludes with students taking the CCMA exam. Learning methods include expert-led instructional videos, interactive learning modules, and NHA practice exams and focused reviews. [Prerequisites: MA 204]		

MEDICAL ASSISTANT HYBRID PROGRAM – SUPPORTIVE SERVICES

Program Objective: The Skilltrade Medical Assistant Hybrid Program – Supportive Services prepares students for entry-level positions in various healthcare settings by combining online coursework with hands-on, in-person lab training that they will attend every-other week. The curriculum integrates core medical knowledge and practical clinical skills through advanced educational technologies, including interactive videos, interactive modules, virtual 3D simulations, and AI-driven immersive scenarios. In-person lab sessions provide students with the opportunity to practice and refine essential clinical skills under the guidance of experienced medical assistant professionals.

The program covers critical topics such as medical terminology, anatomy and physiology, infection control, pharmacology, clinical procedures, and administrative tasks. Students will learn how to perform key clinical duties, including taking vital signs, administering medications, performing phlebotomy, conducting EKGs, and assisting with specialty procedures. They will also develop competencies in medical office administration, such as electronic health records (EHR) management, medical billing and coding, and patient communication. Additionally, training in telehealth equips students to support modern healthcare delivery systems.

The hybrid format allows students to gain hands-on experience in simulated healthcare settings during in-person labs, where they will practice vital skills like injections, phlebotomy, and assisting with procedures, ensuring they

are job-ready upon graduation. The program concludes with comprehensive Certified Clinical Medical Assistant (CCMA) certification exam preparation, including review modules, practice tests, and live practice scenarios.

Students will also complete career development training focused on professionalism, resume building, interview skills, and job search strategies. Upon completion of coursework and in-person lab training, students will take the CCMA exam. Graduates will be fully equipped to pursue entry-level positions in healthcare settings such as clinics, hospitals, and private practices.

Graduates of this program qualify for entry-level occupations in healthcare, even without prior postsecondary education or work experience. Specific job titles may include, but are not limited to:

- Certified Clinical Medical Assistant (CCMA)
- Pediatric Medical Assistant
- Dermatology Assistant
- Ophthalmology Assistant
- Urgent Care Medical Assistant
- Medical Office Assistant
- Internal Medicine Assistant
- Primary Care Assistant
- OB/GYN Medical Assistant
- Float Medical Assistant

Program Clock Hours: 440 Total Program Hours

- Online Coursework / Lecture Hours = 320 hours
- In-Person Labs = 40 hours
- Required Externship = 80 hours

Program Length: 20 weeks

Delivery Method: Hybrid learning; all lecture/theory clock hours for this program are delivered asynchronously online; labs and externship hours are completed in-person.

Graduation Requirements / Program Award: Students who successfully complete all required components of the program, maintain a passing cumulative grade average of 70% or higher, and comply with attendance requirements will be issued a Certificate of Completion. The certificate is provided digitally via email upon program completion.

CCMA Certification: As part of the program requirements, students must take the Certified Clinical Medical Assistant (CCMA) exam during the final week of the program. While passing the National Healthcareer Association (NHA) exam to earn the CCMA credential is not required to complete the program, it is highly regarded within the healthcare industry and can significantly enhance employability and career advancement opportunities.

Subject Unit	Subject Title Unit Title	Hours			Subject Hrs. Total
		Online	In-Person	Extern	
MA H101	Foundations of Medical Assisting	48	8		58
Unit 01	Introduction to the Professional Medical Assistant; Healthcare Law and Ethics; Infection Control	16	4		
Unit 02	Communication in the Clinical Setting; Telecommunications; Vital Signs and Body Measurement	16			
Unit 03	Introduction to Medical Terminology and Anatomy & Physiology; Patient Intake; Assisting with the Physical Examination	16	4		
MA H102	Medication Administration and Diagnostic Testing	48	4		53
Unit 04	Principles of Pharmacology; Safe Medication Administration	16			
Unit 05	Phlebotomy; Blood Analysis	16	4		
Unit 06	Clinical Laboratory Assisting; Point-of-Care and CLIA-Waived Testing	16			
MA H103	Cardiac and Respiratory Assisting	32	4		37
Unit 07	Cardiology Assisting; Electrocardiography	16	4		
Unit 08	Pulmonology and Medical Emergencies	16			
MA H201	Administrative Procedures	16	4		21
Unit 09	Medical Office Management; Medical Billing and Coding	16	4		
MA H202	Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition	48	4		53
Unit 10	Neurology; Mental Health Assisting	16			
Unit 11	The Integumentary System and Dermatology; The Sensory System and Special Senses	16	4		
Unit 12	Nutrition and Health Promotion; Allergy and Infectious Disease	16			
MA H203	Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care	48	8		58
Unit 13	Surgical Assisting and Procedures	16	4		
Unit 14	Endocrinology Assisting; Gastroenterology Assisting	16			
Unit 15	Urology; Reproductive Systems; OB/GYN Assisting	16	4		
MA H204	Specialized Patient Care Assisting	48	4		53
Unit 16	Pediatric Assisting	16			

Unit 17	Orthopedic and Rheumatology Assisting	16	4		
Unit 18	Physical Medicine; Rehabilitation; Geriatric Assisting	16			
CCMA H301	Professional Development and Certification Review	32	4		37
Unit 19	Professional Development and Career Preparation; Focused CCMA Review	16	4		
Unit 20	Career Readiness and Career Advancement; CCMA Exam	16			
CCMA 401	Medical Assistant Externship			80	80
Hours: Total Program/Clock		320	40	80	= 440

SUBJECT DESCRIPTIONS

MA H101	Foundations of Medical Assisting	56 Clock Hours
This subject introduces students to the essential roles and responsibilities of medical assistants, emphasizing collaboration within healthcare teams and compliance with healthcare laws and ethics. Students will gain foundational knowledge in healthcare delivery models, governing bodies, and infection control practices such as aseptic handwashing, PPE usage, and biohazard waste management. Lab sessions provide hands-on training in vital signs measurement, aseptic techniques, and exam room preparation. Students will also explore professional communication skills and practice these techniques in virtual simulations, preparing them for real-world patient interactions. [Prerequisites: N/a]		
MA H102	Medication Administration and Diagnostic Testing	52 Clock Hours
This subject focuses on safe and effective medication administration, blood collection, and diagnostic testing. Students will learn pharmacology principles, including drug classifications, dosing calculations, and routes of administration. Lab sessions emphasize hands-on training in medication preparation and administration, including injections and reconstitutions. Students will also practice venipuncture and capillary punctures, adhering to proper safety protocols. Diagnostic testing skills are developed through virtual practice and lab training, covering clinical lab procedures, CLIA-waived testing, and specimen handling, with a focus on accuracy and patient safety. [Prerequisites: MA H101]		
MA H103	Cardiac and Respiratory Assisting	36 Clock Hours
This subject covers essential cardiology, pulmonology, and emergency response skills. Students will learn to perform and interpret EKGs, recognize cardiac abnormalities, and conduct pulmonary function tests such as spirometry and peak flow. Emergency response training includes Basic Life Support (BLS) certification, CPR, and AED use. Lab sessions provide hands-on practice in lead placement, waveform analysis, and emergency procedures, preparing students to manage critical situations with confidence. [Prerequisites: MA H102]		
MA H201	Administrative Procedures	20 Clock Hours
This subject prepares students to manage administrative responsibilities in healthcare settings, including medical records management, insurance verification, and appointment scheduling. Students will explore		

medical coding, billing, and claim processing, along with financial management techniques like handling petty cash and processing payments. Lab sessions reinforce practical skills, including documentation in simulated electronic health records (EHR) systems and applying office management strategies to ensure smooth operations. [Prerequisites: MA H103]		
MA H202	Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition	52 Clock Hours
This subject focuses on specialized areas of patient care, including neurology, dermatology, and nutrition. Students will learn to assess mental health and neurological conditions, provide patient referrals, and conduct mental health screenings. Training includes dermatological procedures, sensory system testing, and nutrition education for health promotion. Lab sessions feature hands-on practice in vision screenings, skin condition assessment scenarios, and dietary coaching techniques, emphasizing effective patient education and care. [Prerequisites: MA H201]		
MA H203	Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care	56 Clock Hours
Students will develop skills for assisting with surgical procedures, multiorgan system diagnostics, and reproductive healthcare. Training includes sterile technique, surgical instrument handling, and patient preparation for minor surgeries. Topics also cover endocrinology, gastroenterology, urology, and OB/GYN care, with practical training in specimen collection, urinalysis, and pregnancy testing. Lab sessions provide hands-on opportunities to practice sterile field preparation and diagnostic procedures, in addition to common clinical skills, ensuring students are prepared for advanced clinical roles. [Prerequisites: MA H202]		
MA H204	Specialized Patient Care Assisting	52 Clock Hours
This subject emphasizes advanced patient care in pediatric, orthopedic, and geriatric settings. Students will learn to administer pediatric immunizations, assist with musculoskeletal conditions, and support aging patients with mobility and rehabilitation protocols. In addition to the standard clinical skills covered, these lab sessions also include hands-on practice in simulated scenarios such as pediatric intake and injections and geriatric patient transfers. Emphasis is placed on communication, safety, and the unique needs of these patient populations. [Prerequisites: MA H203]		
CCMA H301	Professional Development, CCMA Review, and Exam	36 Clock Hours
This subject equips students with the professional skills needed for career success and certification. Students will refine resumes, practice interview techniques, and develop job search strategies. They will complete a focused review of key Certified Clinical Medical Assistant (CCMA) exam domains using practice exams, study guides, and test-taking strategies. The course concludes with students sitting for the CCMA exam, prepared to transition into entry-level roles with confidence. [Prerequisites: MA H204]		
CCMA 401	Medical Assistant Externship	80 Clock Hours
The externship provides students with a supervised, real-world training experience in a healthcare setting, allowing them to apply the knowledge and skills gained during the program. Over the course of 80 hours, students will have the opportunity to observe and assist with clinical procedures under the guidance of experienced healthcare professionals. Depending on the site, tasks may include supporting patient intake processes, observing vital signs assessment, assisting with basic procedures, and gaining familiarity with clinical workflows.		

Externship placements focus on exposing students to diverse patient care scenarios, offering opportunities to interact with a variety of patient populations, such as pediatric, adult, or geriatric patients. While the specific experiences will vary by site, the externship emphasizes reinforcing students' understanding of clinical protocols, patient safety, and professional communication in a healthcare setting.

By the conclusion of the externship, students will have gained practical insights and hands-on exposure to complement their training, helping them build confidence as they transition into entry-level roles in clinical settings.

[Prerequisites: MA H202]

Tuition/Fees

Medical Assistant Online Program Tuition and Fees

- Registration Fee*: \$250
- Textbook*: \$80
- Study Materials: \$125
- Tuition: \$3,545

Total Program Cost: \$4,000

Medical Assistant Hybrid Program – Supportive Services Tuition and Fees

- Registration Fee: \$250
- Textbook*: \$80
- Study Materials: \$125
- Supportive Services: \$2,000
- Tuition: \$3,545 (online portion: \$3,045; in-person portion: \$500)

Total Program Cost: \$6,000

***Textbook/eBook:** *Kinn's The Clinical Medical Assistant*, 15th Edition. Publisher: Elsevier/Saunders; Publication Date: January 2, 2023. The eBook and study materials are included in the program cost and cannot be purchased separately. Access to the eBook is provided through VitalSource.

Additional Expenses

Students are responsible for the following costs, which are separate from tuition and fees:

- **Payment Plan Service Fee:** For students opting for a monthly payment plan, a Payment Plan Service Fee will be applied to each payment. See PAYMENT INFORMATION below.
- **Make-Up Class (Hybrid Program Only):** A fee of \$150.00 applies for attending a 4-clock hour make-up class. See attendance policy.
- **Scrubs:** Students are required to purchase scrubs for their externship and clinicals.
- Tuition includes the cost of one CCMA certification exam attempt. Students who miss their scheduled exam or do not pass the exam on their first attempt will be responsible for **the cost of subsequent attempts**. The exam fee is paid directly to the National Healthcareer Association (NHA), is approximately \$165.00, and is subject to change.

Payment Information

Students may pay for their program using debit or credit cards (American Express, Discover, MasterCard, Visa) or ACH transfers. Cash and checks are not accepted.

School staff will work with prospective students to create a payment plan based on the option selected below. The plan will include the specific details about payment due dates, amounts, and terms and conditions.

Payment Options:

- ☐ Pay in Full at Enrollment
- ☐ Payment Plan
- ☐ Other (e.g., WIOA, Workforce Grant, Third-Party Funding)

Payment Plan Options:

- ☐ Five (5) Months
- ☐ Six (6) Months
- ☐ Nine (9) Months

Payment Plan Frequency:

- ☐ Bi-Weekly Payments
- ☐ Monthly Payments

For the five (5) month and six (6) month payment plans, a Payment Plan Service Fee of three percent (3%) will be applied to each payment. For the nine (9) month payment plan, a Payment Plan Service Fee of five and one quarter percent (5.25%) will be applied to each payment.

Students choosing a payment plan option must ensure their account remains current and in good standing. To receive their program certificate upon completion, the account must be paid up to date at the time of program completion.

For students who select the “Other” payment option, school staff will work with the prospective student to affirm their eligibility for the chosen funding method, and provide any requirements, terms, and conditions related to this funding method.

Declined Credit Card Fee

Because declined credit cards create administrative costs, a \$25 fee may be added to students’ balances for each declined credit card. Students with three (3) or more such occurrences must pay their tuition with either a money order or cashier’s check and are not eligible for subsequent tuition deferrals.

Late Payment Fee

Students whose payments are received after their due dates (including late payments resulting from declined credit cards) are assessed a \$30 late payment fee.

Workforce Funding and Grants

Skilltrade partners with Workforce Development Boards and other organizations across multiple states to provide **affordable training opportunities** through various funding sources, including:

- **Workforce Innovation and Opportunity Act (WIOA):** A federal program that provides funding for eligible individuals seeking career training in high-demand fields.
- **State and Local Workforce Grants:** Many states and regional workforce boards offer additional funding programs to support job seekers in gaining industry-recognized credentials.

To explore available funding options and determine your eligibility, contact your local Workforce Development Board or American Job Center. You can also reach out to Skilltrade to learn more about our training programs and how we can help you navigate funding opportunities. Email us at info@skilltrade.com to get started.

FINANCIAL ASSISTANCE

Federal Financial Aid

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

Discount Policy

Skilltrade may offer seasonal and special event-based discounts, available to all eligible students, as outlined in the Recognized Discounts section.

Recognized Discounts

- Special Event, Holiday, and Seasonal Discounts:
 - Eligibility: Open to all students currently enrolled or enrolling during the promotional period.
 - Parameters: Specific dates and terms of each promotion will be communicated in advance. These discounts cannot be combined with other promotional offers unless explicitly stated.
- Friends and Family Discount:
 - Eligibility: A 10% discount is available for students referred by or who are direct family members of current or former Skilltrade students or staff.
 - Parameters: Proof of relationship may be required. This discount is non-transferable and cannot be combined with other discounts except the Pay-in-Full Discount.
- Military Discount:
 - Eligibility: A 10% discount is offered to active-duty military personnel, veterans, and their immediate family members.
 - Parameters: Verification of military status is required. This discount can be combined with the Pay-in-Full Discount.
- Pay-in-Full Discount:
 - Eligibility: Students who pay the full program cost upfront are eligible for a 10% discount.
 - Parameters: This discount applies only to the full program cost and cannot be combined with payment plans or financing options.

GENERAL TERMS

Combination of Discounts

Unless otherwise stated, students may only apply one discount per enrollment. The Pay-in-Full Discount may be combined with either the Friends and Family or Military Discount.

Changes to Discounts

Skilltrade reserves the right to modify or discontinue any discounts at any time. Changes will be communicated to students in advance. Please note that Skilltrade does not offer scholarships.

CANCELLATION, WITHDRAWAL AND DISMISSAL POLICY

Students may cancel their enrollment or withdraw from the program at any time, before or after officially beginning the program curriculum, by notifying the school in writing via email to support@skilltrade.com of their intent to withdraw. Following the request, students will confirm their withdrawal by completing the Student Withdrawal Form delivered to the email address on file. Students are able to contact their advisor for updates or information on the status of their withdrawal.

Cancellation of enrollment is defined by the elective withdrawal of student who has enrolled within the previous five (5) days and who has not yet begun instruction.

Voluntary withdrawal applies to any student who has enrolled more than five (5) days ago, or who has already begun instruction.

Dismissal applies to students who are removed from the program by Skilltrade. (See: Academic Dismissal, Non-Academic Dismissal).

REFUND POLICY

Skilltrade offers its programs to students in various states. For students enrolled in states where Skilltrade is registered and licensed as an educational institution, the school will adhere to the refund policies published by that state (see State Appendices below). The following policy is applicable to students located in Michigan and for all other students unless the state in which they are located has its own cancellation and/or refund policy.

Cancellation Refund Policy

If a student cancels their enrollment by notifying the school in writing within five business (5) days of their enrollment date and has not begun their program curriculum, they will receive a full refund of any monies paid to the school.

Withdrawal And Dismissal Refund Policy

Students who withdraw, or who are dismissed from the program for academic, financial, or other reasons by Skilltrade, may be entitled to a refund of monies paid to Skilltrade for their enrollment. Skilltrade has established the following policy to determine the amount refundable to students who withdraw or are dismissed from a program.

Students receiving WIOA, Workforce Grants, or third-party funding should review the refund requirements of their funding entity and consult the applicable information within this catalog.

Refunds will be processed so that the refund instrument is either negotiated or credited to the proper account(s) within thirty (30) days after the effective date of termination.

Online Programs Refund Policy

After five (5) business days from the date of enrollment, or if the student has begun their program curriculum, the student is responsible to pay the school for:

- A \$250 Registration Fee
- \$80 if the school has provided the student with access to the textbook as of the date of withdrawal
- \$125 for Study Materials if the school has provided the student with access to those materials as of the date of withdrawal
- A portion of the program Tuition based on how much of the program has been completed at the time of cancellation, as follows:

% of Study Units Completed	% of Tuition Student is Responsible For
0% - Student has not started the program	0%
>0% up to 10%	10%
>10% up to 25%	25%
>25% up to 50%	50%
>50%	100%

- Payment Plan Service Fees that have been paid

Hybrid Programs Refund Policy

After five (5) business days from the date of enrollment, or if the student has begun their program curriculum, the student is responsible to pay the school for:

- A \$250 Registration Fee
- \$80 if the school has provided the student with access to the textbook as of the date of withdrawal
- \$125 for Study Materials if the school has provided the student with access to those materials as of the date of withdrawal
- A portion of the program Tuition based on the percentage of clinical class sessions held up to the date of cancellation, as follows:

% of Class Sessions Held	% of Tuition Student is Responsible For
0%	0%
>0% up to 10%	10%
>10% up to 25%	25%
>25% up to 50%	50%
>50%	100%

- Payment Plan Service Fees and Make-up Class Fees that have been paid

Refund Policy for Students Called to Active Military Service

A student who withdraws from the school due to being called to active duty in the military service of the United States may choose one of the following options for the program in which they are enrolled:

- Pro Rata Refund and Cancellation: If tuition and fees were paid in advance of withdrawal, the student may receive a pro rata refund of any tuition, fees, or other charges paid for the program. Additionally, any unpaid tuition, fees, or other charges owed for the portion of the program not completed will be canceled.
- Grade of Incomplete and Re-Enrollment: The student may receive a grade of incomplete with the designation "withdrawn military" for the courses in the program (excluding courses for which grades have already been awarded). The student may re-enroll in the program, or a substantially equivalent program if the original program is no longer available, within one year of their discharge from active military duty without incurring additional tuition, fees, or charges, except for any previously unpaid balances for the original tuition, fees, and books.
- Final Grade or Credit: An appropriate final grade or credit for the courses in the program may be assigned if the instructor(s) determine that the student has:
 1. Satisfactorily completed at least 90 percent of the required coursework for the program; and
 2. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

Student Policies

ONLINE LEARNING PROGRAM GRADE POLICY

The grading policy for online programs is structured to ensure a balanced evaluation of student performance. The grading breakdown is as follows:

- Assessments: 70% of the final grade
 - This includes all unit assessments and evaluations of student performance throughout the program.
- Final Assessment: 30% of the final grade

- The final assessment evaluates the comprehensive knowledge and skills acquired throughout the program.

To successfully pass the program, students must achieve a cumulative minimum final grade of 70%. This grading policy ensures that students reach proficiency and are evaluated on a combination of continuous coursework, assessments, and a comprehensive final assessment, reflecting their overall understanding and proficiency in the program material. Students will be required to complete a final exam that counts towards their overall program grade, which is separate from the certification exam.

Certification Exam Policy

The certification exam must be taken either at a designated PSI testing location or through live remote proctoring and will be administered by a third-party organization to ensure the integrity and security of the testing process (see: Certification Testing Requirements.) Students are not required to pass the certification exam as a program requirement, but they are required to take the exam.

Grading Scale

Grades will be earned using the following scale:

- 90% - 100% = A (Excellent Performance)
- 80% - 89% = B (Good Performance)
- 70% - 79% = C (Satisfactory Performance)
- 60% - 69% = D (Below Satisfactory Performance)
- 0% - 59% = F (Failing Performance)

A "D" grade is considered passing for individual assignments and assessments, but students must earn a cumulative final grade of at least 70% to pass a program.

Online assignments and assessments are automatically graded and can be reviewed at any time under the "Grades" tab in the student learning portal (the online learning management system).

HYBRID LEARNING PROGRAM GRADE POLICY

The grading policy for hybrid programs is structured to ensure a balanced evaluation of student performance. The grading breakdown is as follows:

Online Coursework – 60% of Total Grade

This component evaluates students' understanding of theoretical concepts and application of knowledge through assessments.

- Unit Assessments (70% of Online Coursework Grade – **42% of Total Grade**)
 - Students complete assessments at the end of each unit to evaluate their comprehension of key concepts.
- Final Cumulative Assessment (30% of Online Coursework Grade – **18% of Total Grade**)
 - A comprehensive assessment covering all coursework, ensuring mastery of program objectives.

In-Person Lab Coursework – 40% of Total Grade

The lab component focuses on hands-on skill development and practical application in a supervised setting.

- Lab Class Grades (60% of Lab Coursework Grade – **24% of Total Grade**)
 - Evaluates student participation, skill demonstrations, and performance in lab activities.
- Lab Final Assessment (40% of Lab Coursework Grade – **16% of Total Grade**)
 - Measures competency in key clinical skills through a final hands-on evaluation.

For any in-person program components (included in hybrid programs), grades will be updated within one (1) week of the in-person session date. Feedback on skill performance, where applicable, will be provided verbally during in-person sessions and then updated in the student learning portal.

Externship Evaluation – Complete / Incomplete

The externship component is assessed on a “Complete” or “Incomplete” basis. To successfully complete the externship, students must:

- Fulfill the required externship hours at an approved healthcare facility.
- Demonstrate professionalism, punctuality, and adherence to workplace standards.
- Perform assigned clinical and administrative tasks under supervision, meeting competency expectations.

SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Progress is defined as continuous advancement in academic performance, skill competency, and professional behavior across all program modalities, whether online, or hybrid. To maintain satisfactory progress, students must:

Online Programs:

- Achieve and maintain a minimum average of 70% across all program coursework. A 70% average corresponds to a "C" grade, which is considered satisfactory for program completion.
- Maintain a recommended pace of one (1) unit per week to complete the program on schedule (20 weeks total), while the minimum required pace is one (1) unit every two (2) calendar weeks (maximum 40 weeks). This pacing ensures that students' progress through the curriculum in a timely manner and are prepared for each subject. A unit is defined as sixteen (16) clock hours.

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Hybrid Programs:

- Achieve and maintain a minimum average of 70% across all program coursework. A 70% average corresponds to a "C" grade, which is considered satisfactory for program completion.
- Maintain a minimum completion pace of one (1) online unit every class week. This pacing ensures the students' learning is aligned with the lab exercises performed during each bi-weekly lab session. An online unit is defined as sixteen (16) clock hours and the maximum amount of time allowed to complete the program is twenty (20) non-holiday weeks.
- Meet attendance requirements for labs and externships, including:
 - Staying within the allowable absence threshold
 - Attending all required lab sessions
 - Completing the minimum required externship hours
- See the Hybrid Program Attendance Policy section for the full requirements. Failure to meet these requirements may result in academic review or dismissal.

Academic Probation

Students who fail to demonstrate satisfactory progress by the end of the probation period may undergo further academic review, potentially leading to extended probation or dismissal from the program based on individual circumstances and remaining completion timeline.

Online Programs:

To stay in good academic standing, students are expected to complete at least one (1) unit every two (2) calendar weeks and maintain a minimum cumulative grade average of 70%.

At each weekly progress review, if a student is either:

- One (1) or more units behind the expected pace (equivalent to two or more weeks without completing a unit), and/or
- Has a cumulative grade average below 70%, they will be placed on Academic Probation.

Example: By the end of week 4, students should have completed two (2) units. If only one (1) unit has been completed by that time, the student is two weeks behind and will be placed on Academic Probation.

Support During Academic Probation

Students placed on Academic Probation will receive notice and will have three (3) weeks to improve their academic standing by:

- Catching up to the expected pace, and/or
- Raising their cumulative grade average to at least 70%.

During this period, the school will offer academic support, resources, and guidance to help students succeed. Students who do not show satisfactory progress by the end of the probation period may be subject to further academic review, which could result in an extension of the probation period, additional requirements, or dismissal from the program.

Hybrid Programs:

If, at the time of weekly progress review, a student falls two (2) weeks behind the allowed minimum pace for online modules, or below the required minimum grade average of 70%, they will be placed on Academic Probation. While on Academic Probation, students have an additional two (2) weeks to regain satisfactory progress, by catching up to the expected pace and/or expected minimum grade average. During that period, students will receive guidance and resources to assist in their efforts to regain satisfactory progress.

Academic Dismissal and Probation Appeal

Students who are unable to regain satisfactory academic progress within the Academic Probation period will be dismissed from the program unless they submit a formal Academic Probation Appeal. A written Appeal must be submitted to academics@skilltrade.com at least three (3) days prior to the end of the Academic Probation period and must include 1) an explanation of the extenuating circumstances that prevent the student from maintaining satisfactory academic progress, 2) how those circumstances have changed, and 3) the students' plan for regaining satisfactory academic progress within a mutually agreeable timeframe. Appeals are reviewed on a case-by-case basis, and appropriate accommodations or extensions will be determined based on students' individual circumstances.

Re-Entry Following Academic Dismissal

Following Academic Dismissal from a program, a student can be eligible to re-enroll a minimum of ninety (90) days post-withdrawal. When re-applying, the dismissed student must submit, in writing to academics@skilltrade.com, an explanation including 1) acknowledgement of the original reason for dismissal and 2) how the student intends to remediate the situation to remain successful during this enrollment. Dismissed students' written pleas will be evaluated by an academic committee to determine whether or not the student has sufficiently demonstrated an ability to succeed in the program and a decision will be made within ten (10) business days.

Progress Monitoring

Students' progress is monitored weekly, and support is provided to help them stay on track.

ATTENDANCE POLICY

Online Program Attendance Policy

Attendance in the Medical Assistant Online Program is determined by the completion of assessments associated with each of the program's twenty (20) units. Each unit, consisting of sixteen (16) clock hours, is organized into subjects as detailed in this catalog. Students must successfully complete a unit's assessment to receive attendance credit. The program is structured sequentially, with each unit gated by the successful completion of the preceding unit. Consequently, 100% completion of all units is required to fulfill the program's attendance criteria and to be eligible for program completion.

Hybrid Program Attendance Policy

- **Online Units:** Attendance for the online unit portion of the hybrid program is determined by the completion of assessments associated with each of the program's twenty (20) units. Each unit, consisting of sixteen (16) clock hours, is organized into subjects as detailed in this catalog, and aligns with the bi-weekly lab schedule. Students must successfully complete a unit's assessment to receive attendance credit. The program is structured sequentially, with each unit gated by the successful completion of the preceding unit. Consequently, 100% completion of all units is required to fulfill the program's attendance criteria and to be eligible for program completion.
- **Labs:** The hybrid program is comprised of ten (10) bi-weekly, four (4)-hour lab days, totaling forty (40) hours of labs for the entire program. Students are not permitted to miss more than twelve (12) clock hours, or three (3) lab days.
 - To remain in good standing, students are required to schedule and pay for a lab make-up class when they have missed twelve (12) clock hours, or three (3) days of lab training. A student is able to make up one (1) lab days' worth of attendance hours by scheduling and paying for a make-up class. (see Make-Up Class Policy for more details).
- **Externship:** The hybrid program includes a required eighty (80)-hour externship. Externship completion is determined on a complete/incomplete basis and Skilltrade requires a minimum of 90% of the externship hours to be completed in order to receive credit for the externship component of the program.

Leave of Absence Policy

Skilltrade does not offer a leave of absence. Consistent attendance is critical due to the fast-paced nature of the program. As such, Skilltrade does not distinguish between excused and unexcused absences. All absences, regardless of the reason, are treated equally under the school's attendance policy.

Make-Up Class Policy

Students in need will have the opportunity to make up a maximum of four (4) clock hours of lab training. Make-up classes will be scheduled at the discretion of Skilltrade, and will generally be held during the final weeks of the program. In order to remain in good standing, students are required to schedule and pay for a lab make-up class when they have missed twelve hours (12) of lab training. Upon scheduling a make-up class, a student will not be permitted for any further absences, or they will be dropped from the program and payment for the make-up class will not be returned. Students needing to schedule a make-up class should contact their student advisor for assistance.

STUDENT CODE OF CONDUCT

Student Conduct Expectations

Students enrolled in Skilltrade programs are expected to always uphold the highest standards of professional conduct. Any violations of these expectations may result in disciplinary action, up to and including dismissal from the program.

In-Person Class Conduct

During in-person classes, students are required to:

- Demonstrate respect and maintain a non-disruptive attitude towards instructors and fellow students.
- Refrain from any aggressive behavior, including physical violence, verbal abuse, or harassment.
- Respect the property of others, including peers, instructors, and school facilities (no theft, damage, or vandalism).
- Avoid using personal cell phones unless given explicit permission.
- Remain engaged and attentive during class; sleeping or disengaging is not permitted.
- Refrain from attending class under the influence of drugs or alcohol.
- Adhere to the prescribed dress code.

Online Program Conduct

In the online learning environment, students are required to:

- Use respectful and professional language in all forms of communication, including discussion posts, emails, and online chats.
- Avoid any form of cyberbullying, harassment, or inappropriate behavior.
- Respond promptly to communications from instructors or school staff.
- Participate actively and professionally in all online activities and assignments.
- Refrain from cheating or copying any coursework or assessments.
- Refrain from stealing or replicating learning experiences.
- Refrain from sharing usernames, logins, or access codes anywhere.
- Refrain from reposting or sharing program materials or learning content outside of the student learning portal.

Externship Conduct

While participating in an externship, students must:

- Follow all policies and procedures of the externship site and maintain professional behavior.
- Protect patient privacy and confidentiality at all times; comply with HIPAA and all site privacy/security rules. Do not access records without a work-related need, and do not take photos, videos, recordings, or post about patients or the site on social media.
- Follow site safety and clinical protocols (e.g., infection control, PPE, OSHA/bloodborne pathogens) and all instructions from the preceptor/supervisor.
- Attend all scheduled externship clock hours and provide advance notice for any necessary absences.
- Avoid using personal cell phones or personal devices during externship clock hours unless permission is granted by the site.
- Accurately document their externship schedule, attendance, and participation, and promptly report any incidents, exposures, or privacy/security concerns to the site's preceptor and the school.
- Understand that failure to meet these responsibilities—including any violation of site policies, HIPAA/privacy rules, safety protocols, or the institution's externship conduct standards—may result in corrective action by the site or the school, up to and including immediate removal from the externship site. Reassignment is not guaranteed, and program progression may be delayed; serious violations may result in disciplinary action up to and including dismissal.

Dress Code* for Labs and Externships

- Students are required to wear clean, well-fitting, black scrubs for in-person labs. During externships, the color and style may be designated by the employer or department.
- Students must wear clean, non-slip, closed-toe shoes that offer support and protection. Athletic or medical shoes are preferred. Sandals, flip-flops, or any open-toe footwear are not permitted due to safety and hygiene concerns.
- Students must maintain a high level of personal hygiene. This includes regular bathing and wearing freshly laundered clothing.
- Due to allergies and sensitivities, the use of strong perfumes, colognes, or scented lotions should be avoided.
- Hands should be kept clean, and nails trimmed short. Artificial nails and nail polish are not allowed, as they pose an infection risk.

*Exceptions to this policy may be made for medical or religious reasons, provided that the individual's attire complies with the standards of safety, hygiene, and professionalism expected in the healthcare setting. Requests for exceptions must be submitted to Skilltrade for approval.

Additional Expectations

- Tuition Compliance: Students must adhere to their tuition payment schedules and are advised to keep all documents regarding enrollment and financial obligations.
- Job Placement Collaboration: Students are expected to actively participate in the school's job placement efforts by seeking employment in their field of study.

NON-ACADEMIC DISMISSAL POLICY

Students may be dismissed for serious violations, including but not limited to those outlined in the Student Code of Conduct section of this catalog, as well as substance abuse, theft, cheating, or plagiarism. Additionally, any disregard for the school's rules, policies, and conduct standards may result in dismissal. Typically, students will receive a warning before dismissal is enforced; however, persistent or severe misconduct may lead to immediate dismissal. All decisions regarding conduct and dismissal are made by the school officials.

Skilltrade does not permit reentrance following dismissal for non-academic reasons.

NON-DISCRIMINATION POLICY

Skilltrade is committed to fostering an inclusive and equitable environment for all members of the community. In accordance with federal laws and regulations, Skilltrade prohibits discrimination on the basis of race, color, national origin, sex, disability, and age in all of its programs and activities. This policy extends to admissions, employment, and access to educational opportunities.

Skilltrade also upholds protections for individuals based on the protected classes defined above to the fullest extent permitted by law. Any person who believes they have experienced or witnessed discrimination should promptly report the incident to the school director for investigation and resolution. Skilltrade is dedicated to ensuring that every individual is treated with respect and dignity, and will strive to maintain an environment free from discrimination, harassment, and retaliation.

COMPLAINT/GRIEVANCE POLICY

Students who have concerns or issues are encouraged first to work with the individual involved (instructor or staff member) to resolve the concern if possible. If this is not possible or a satisfactory resolution was not reached, students can submit a formal written complaint to, care@skilltrade.com and a response will be provided within ten (10) business days. The written complaint must clearly describe the concern, what steps have been taken to resolve the concern thus far, and the students' proposed remedy. Skilltrade is committed to resolving student

concerns promptly and fairly. Students will not face unfair actions or treatment from any school official due to filing a complaint.

Students who are unable to resolve their complaint/grievance with the institution can submit a grievance to:

Michigan Department of Labor & Economic Opportunity - Office of Employment & Training
P.O. Box 30805
Lansing, Michigan 48933
Phone: 517-335-4000
Website: <https://www.michigan.gov/leo/bureaus-agencies/wd/pss> (see [Complaint Form](#))

Students outside of Michigan should first review the state-specific appendices below to confirm whether their state has an alternative complaint resolution process.

CONFIDENTIALITY AND PRIVACY POLICIES

Skilltrade maintains permanent academic records for all students, including transcripts. These records are preserved for at least six (6) years following the end of the last enrollment period, graduation, or withdrawal.

Skilltrade ensures confidentiality, in alignment with the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99). FERPA is a federal law that protects the privacy of student education records. Skilltrade will only release educational or financial information directly to the student unless written consent is provided. Students must either submit a written authorization or complete a specific form to permit the release of their information to third parties.

Skilltrade may share a student's educational information to fulfill the obligations of Workforce Agency contracts, which may require academic records as specified by the contract terms. Skilltrade may need to report or provide a student's Personally Identifiable Information (PII) to state or federal agencies to comply with legal and regulatory requirements. All student records, including communication logs between students and Skilltrade staff, are treated as confidential and will not be sold, shared, or disclosed to any unauthorized individuals or entities. Additional exclusions include:

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

STUDENT IDENTITY VERIFICATION

During the admission process, applicants must submit a copy of a government-issued photo identification. Acceptable forms of identification include a valid driver's license, state ID, or passport. Social Security cards are not acceptable. This identification card will be reviewed in conjunction with all other admission materials provided to verify the identity of the individual applying to the Skilltrade program. The identified individual will then be provided a unique username and password for access to the Skilltrade student learning portal. Students must not share their unique username and password for Skilltrade student learning portal access with anyone other than the individual to which they were provided.

STUDENT SERVICES

Student Support

Students will have a dedicated student advisor that will assist them and provide generalized support throughout the duration of the program. Skilltrade will introduce the student advisor during the orientation process and will provide clear paths of communication for students to utilize. Support channels will include access to an advisor via phone or email, access to an online student learning portal, and a knowledge base for general resourcing. Student advisors are available for support Monday through Friday, from 8:00 a.m. to 5:00 p.m. EST, and on Saturdays from 8:00 a.m. to 2:00 p.m. EST. Any support requests or inquiries received outside of business hours will be prioritized the following business day.

Externship Support

Students of all programs are eligible to receive support to secure an externship office. Skilltrade team members work with local offices to build affiliations for externship funnels and can share these opportunities with students as needed. Should a student request support in finding an externship facility, their student advisor will work with a career services agent to share potential opportunities and help secure a host office. All students participating in an externship are required to submit a signed externship acceptance form declaring the offices' willingness to host the student(s) in question, formal documentation of the hours completed and a formal skills evaluation, completed by the supervising person(s). While Skilltrade allocates considerable resources to building externship affiliations, it cannot guarantee externship site placement to any individual student.

Career Services

Skilltrade provides career service and overall job placement assistance to all students by working with local, regional and national organizations, across many different specialties, to develop a strong funnel and variety of opportunities for students. Career services include providing guidance and resources for resume building, interview techniques, skill translations, overall etiquette for job-seeking, and connecting students to employers when possible. It is Skilltrade's intention that students acquire the skills and assets required to confidently enter the industry and can secure employment in the field upon graduation. While Skilltrade allocates considerable resources to career services and placement assistance, it cannot guarantee placement or employment for any individual student.

Transcripts

Records are maintained permanently by the school. Students who need a copy of their transcript should submit requests by either calling the school or emailing registrar@skilltrade.com.