# UA COSSATOT
# Clinical Medical Assistant Course Guide

The Clinical Medical Assistant course prepares students for an exciting, challenging and rewarding career in healthcare through a combination of classroom lectures and hands-on labs. Participants learn to assist physicians by performing functions related to the clinical responsibilities of a medical office. Instruction includes among other things preparing patients for examination and treatment, routine laboratory procedures, diagnostic testing, technical aspects of phlebotomy and the cardiac life cycle. A review of important topics including phlebotomy, pharmacology, the proper use, and administration of medications, taking and documenting vital signs, cardiology including proper lead placements, professional workplace behavior, ethics, and the legal aspects of healthcare are also included. (140 clock hours / $2,899)

## Cost

The course fee is $2,899, due by the close of the regular registration period. That price includes everything—tuition and textbooks—so you'll have everything you need to jump right in and make the most of your learning experience.

## Entrance Requirements

At Cossatot Community College of the University of Arkansas, we're dedicated to equipping students with real-world skills and launching them into rewarding careers. Our Clinical Medical Assistant course is designed for compassionate, driven individuals who are eager to make a positive impact in the lives of others.

Eligible participants will be:

1. At least 18 years old.
2. Have a high school diploma or General Education Development (GED) Certification

If you're ready to take the next step, we welcome you to join us.

## Application for Admission & Enrollment

Applying is simple --- no transcripts or tests needed! Just complete and submit a Workforce and Continuing Education Application for Admission. You may complete it online, send it by fax or mail, or drop it off in person --- whatever works best for you. And if you need any help along the way, our advisors are here to support you throughout the process.

After your application has been received and processed by the Office of Workforce and Continuing Education, a member of our team will contact you to assist with any remaining admission requirements and guide you through the enrollment process. Please note that your admission to UA Cossatot will remain in pending status until all required documents have been received. At UA Cossatot, we're committed to helping you gain valuable skills, achieve your goals, and unlock new opportunities.

*Just a quick note: To secure your seat in the course following registration, please make sure course fee is paid, sponsorship is verified, or an approved payment plan is in place by the close of regular registration. Because class space is limited, registrations that have not been finalized with payment arrangements by the deadline may be released and the seat offered to someone on the waiting list or interested in enrolling. Please also note that the course fee cannot be deferred for students who receive reimbursement directly from an employer or other entity nor can individuals be billed.*

**Technical Requirements & Course Materials**

The course content is thoughtfully provided through our collaboration with Condensed Curriculum International. To help you get the most out of each session, please be sure to bring along a pen or pencil and some paper. That's it! We'll take care of the rest and make sure you're supported every step of the way.

**Attendance Requirements**

We know life can be unpredictable, but being present and engaged is key to making the most of this fast-paced, intensive course. We ask all students to arrive on time and participate fully in every training session. Missing class — even just a portion — can make it tough to keep up and meet the learning outcomes needed for a Certificate of Completion. If you have any life or health circumstances that may affect your ability to attend, it might be best to wait until you can commit fully.

Since we want to make the most of every training opportunity, students who don't attend on the first day may be marked as "no-shows" and withdrawn from the course to open up their seat for someone else.

Emergencies happen, and if you ever need to miss class, please reach out to your instructor as soon as possible. We'll do our best to make arrangements for you, but make-up sessions depend on instructor availability and aren't always guaranteed. That means missing class — whether for an emergency or otherwise — could impact your ability to finish the course successfully.

If make-up sessions are needed to meet course requirements, students will be responsible for instructor compensation, their own transportation, and all other related expenses. If Workforce and Continuing Education staff are working with a student due to an emergency or personal challenges affecting their attendance or academic performance, documentation will be required to verify the nature of the absence.

We want you to have the best learning experience possible, so if you ever need support, please don't hesitate to reach out!

## Dress Code & Student Conduct

As future professionals, it's important for students to present themselves in a way that reflects the standards of the workplace. To help everyone put their best foot forward, here are a few thoughtful guidelines for in-person sessions:

1. Please avoid wearing strong perfumes or any scents that might be overwhelming to others.
2. If you leave campus for a break, make sure your breath is fresh and you don't smell of smoke when returning to class.
3. Hair should be clean and, if long, pulled back.

Students are expected to work together to maintain a respectful, welcoming, and professional learning environment. Not following these guidelines, or any others set by the course, could lead to dismissal—something we definitely want to avoid!

## What It Takes to Successfully Complete the Course

Upon successful completion of this course, students will be awarded a certificate of completion issued from Cossatot Community College University of Arkansas. To earn your Certificate of Completion, here's what you'll need to do:

1. Attend required training sessions — attend at least 75% of training sessions
2. Stay on top of coursework — complete all assignments and quizzes
3. Prioritize safety — always follow safe practices
4. Follow the course guidelines to keep things running smoothly
5. Work hard and aim high — achieve a passing grade of 76% or greater

By meeting these requirements, you'll set yourself up for success in the course and beyond.

## Grades Recorded on Workforce Completion Report

The following grading system is used to evaluate students:

| GRADE | RANGE | CONTINUING EDUCATION UNITS |
|---|---|---|
| P (Pass) | 76% or Above | 14.0 |
| F (Fail) | 75% or Below | 0.0 |
| W (Withdrew) | Not Applicable | 0.0 |

## National Certification

National certification exams related to entry-level employment in this fast-growing field are available at an additional cost for students who successfully complete this course. This course meets the necessary requirements to take:

- National Workforce Career Association (NWCA) Clinical Medical Assistant Certification (CMAC)
- National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA)

Additional information about certification opportunities will be provided during training.

## Clinical Externship Opportunity

Students who successfully complete the Clinical Medical Assistant course may be eligible for an optional 160-hour volunteer clinical externship coordinated through the college's partner, Condensed Curriculum International (CCI).

To be eligible, students must:

- Successfully complete the 140-hour Clinical Medical Assistant course
- Be available to be onsite at a clinical facility at least 20 hours per week
- Complete a background check (provided by CCI at no cost)
- Provide an updated immunization record
- Provide a physician's statement of health
- Complete CCI's Ready to Work process, including a Candidate Placement Questionnaire (CPQ) and Candidate Intake Form (CIF)

Important: Externships are unpaid, onsite experiences. Students are responsible for any costs associated with obtaining immunization records, a physician's statement of health, and any site-required uniforms. Externship information, requirements, and availability are subject to change by CCI.

How to Apply**:** CCI emails externship information directly to students. In-person students typically receive information about two-thirds of the way through the course. Online students receive information after completing the course and notifying CCI support.

## Refund Policy

We understand that plans can change, and we want to make sure our refund process is as clear and kind as possible.

- **Full Refund Available**: You'll receive a full refund of the course fee if you cancel by the published regular registration deadline. We want to give everyone the best chance to join courses.
- **Late Registration**: While we try our best to accommodate everyone, late registrations can't be guaranteed and are non-refundable.
- **Course Cancellations**: If a class needs to be cancelled by UA Cossatot before it begins—due to low enrollment or unexpected circumstances—you'll be notified and the full course fee will be automatically refunded.
- **Unforeseen Events**: Should an unforeseeable event impact training, when feasible, training events and services are not cancelled but rescheduled as soon as practical. In the event a course is cancelled after it has started, the course fee is prorated excluding nonreturnable books, supplies and equipment. The rate is computed by dividing the total hours of scheduled training and services divided by the percentage of hours not rendered.

We're here to support your learning journey with care and transparency. If you ever have questions, the Workforce and Continuing Education staff are just an email, text or call away.

## Dropping a Course

If you need to drop a course, you can do so up to 5 business days before the start date by reaching out to the Office of Workforce and Continuing Education to complete the process. Once dropped, your name will be removed from the course roster.

## Withdrawing from a Course

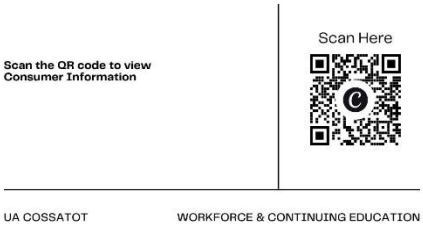
If you ever find yourself needing to withdraw from a course, it's important to reach out to the Office of Workforce and Continuing Education to make it official. Students who withdraw before the course ends will receive a "W" (withdraw) grade. However, if a student doesn't go through the proper withdrawal process, they'll end up with an "F" (fail) grade instead. Taking the time to complete the withdrawal process can make a big difference, so don't hesitate to connect with the Office of Workforce and Continuing Education for guidance.

## Administrative Withdraw from a Course

Students who don't show up when training begins or miss 25% (35 clock hours) or more of the course may be administratively withdrawn**.**

## Staying Informed

The Workforce and Continuing Education webpage — https://www.cccua.edu/community-workforce/continuing-education/index.html — provides the most up-to-date information on a wide range of topics, including federal and state policies, college policies, workforce and continuing education program management, disability services, student academic integrity, the student code of conduct, annual security and fire safety reports, and other important resources.




Because information may be updated periodically, students should refer to the online version to ensure they have the most current information. Alternative formats of these materials are available upon request by contacting the Office of Workforce and Continuing Education at (870) 584-1178.

Students are responsible for staying informed regarding the information contained in this online resource and other official communications issued by the College. Communication venues include but are not limited to email, USPS, written announcements, oral announcements, and web statements. Keeping up with these updates ensures you have the latest information needed for success.

## Inclement Weather

In the event that the area weather is so severe the College feels that life and property may be in danger, classes may be cancelled until weather and road conditions improve. We strive to distribute announcements regarding closures to our students, faculty, and staff in a timely fashion. Announcements regarding College closings will be made through College social media accounts and over the following radio stations: in De Queen KDQN 92.1 and KTYC 88.5 and in Nashville KMTB 99.5 and KBPU 88.7.