

MEDICAL ASSISTANT AND PHLEBOTOMY TRAINING  
Student Handbook



# TABLE OF CONTENTS

<b>ABOUT US</b> .....	3
<b>OWNER AND FACULTY</b> .....	4
<b>MISSION AND VISION STATEMENT</b> .....	5
<b>CLASS SCHEDULES</b> .....	6
<b>PROGRAM DESCRIPTION</b> .....	7
<b>ENROLLMENT PROCEDURES</b> .....	8
<b>CLINICAL &amp; CLASSROOM REQUIREMENTS</b> .....	9
<b>FINANCIAL AID/FINANCIAL ASSISTANCE</b> .....	11
<b>ADMISSION REQUIREMENTS</b> .....	12
<b>POLICIES AND PROCEDURES</b> .....	13
<b>CANCELLATION AND REFUND POLICY</b> .....	19
<b>ATTENDANCE POLICY</b> .....	22
<b>COPYRIGHT POLICY</b> .....	23

## ABOUT US

**NCI was established to meet a real need in a real world. Most people don't have two years to get an associate degree. NCI packs 200 classroom hours into 10 weeks, learning at a high level of competency.**

Upon completion of the Program, students are eligible for 40 clinical/externship hours. The Medical Assistant job will continue to be the number 1 fastest growing field in the medical industry per the US Dept of Labor through 2025. With a major push toward Vocational type skills it was very important that an educational opportunity be created that is Affordable, Shorter Time Frame and Professional. NCI has a proven track record and even though we are a privately owned small school our students are making a major impact in the medical work force.

The Medical Assistant job will continue to be the number 1 fastest growing field in the medical industry per the US Dept of Labor.

NCI's MISSION is to help an individual begin their journey into the Medical Industry with a high level of confidence and a greater desire to affect the people in their community.

NUCOURSE INSTITUTE is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.

## MESSAGE FROM NCI FOUNDER/DIRECTOR

**“Our instructors are not only experienced medical professionals, but passionate educators dedicated in the success of their students through next-level instruction and real world experiences.”**

**Jim Miller**

NCI Founder/Director – Est. 2010

# MISSION AND VISION STATEMENT

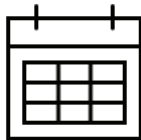
**NCI provides exceptional, affordable training to help students quickly attain their goals of serving others in their local community by working in the medical field.**

## VISION STATEMENT

Our vision for Tennessee is to be able to provide an extremely high-quality education at an extremely low cost. Education should not handicap a student financially. I know it is possible to accomplish that task by keeping overhead as low as possible. We invest our money in instructors and not a fancy structure. The purpose of the education is to assist the student in pursuing their career dreams. A building looks nice, but an instructor can make a difference in a life. NCI is so proud to be a part of that dream. Our system is proven and successful, thank you for trusting NCI with a part of your future.

## CLASS SCHEDULES

**Class is every Monday – Friday 5:00 PM – 9:00 PM for 10 weeks. The 2023/2024 – year classes are as follows:**



**FALL 2023**

September 4, 2023 - November 10, 2023

---

**WINTER 2024**

January 2, 2024 - March 15, 2024

---

**SPRING 2024**

March 18, 2024 - May 24, 2024

---

**SUMMER 2024**

June 3, 2024 - August 16, 2024

---

## PROGRAM DESCRIPTION

This program is designed to teach students the skills necessary for employment in the modern medical facility as a Medical Assistant. A qualified medical assistant can perform a wide range of duties, with a variety of technical detail, helping the physician in many clinical and administrative situations. The ratio of students to instructors in both classroom and lab is 25:1.

Throughout the Medical Assistant/Phlebotomy Training Course, an individual will have a total of 200 contact hours, including classroom and laboratory time. The clinical and classroom aspect of the Medical Assistant Training includes patient care, communication, office administration, medical law, and ethics. In the Phlebotomy Section of the Medical Assistant Training students are taught patient preparation, collection techniques, processing, and safety and compliance consideration. EKG monitoring and all aspects of it are covered. Importance is given to Billing and Coding; included in this area are anatomy and physiology, medical terminology, coding, insurance principles, claims processing and compliance, and ethics. Upon successful completion of this course, students will receive a certificate of completion and will be eligible for National Certifications.

## ENROLLMENT PROCEDURES

There is no pre-requisite class to take the Medical Assistant Training course. Students should be at least 18 years of age and have a reliable way of transit to class. NCI participates in the THEC option for students that do not have a GED/equivalent or high school diploma by using a short entrance exam to determine reading capability.

**The program is relatively short in nature (2 months and 2 weeks) and fees are as follows:**

Registration Fee.....	\$250
Tuition.....	\$2500
Testing Fees.....	\$240
Book Rental.....	\$40
Cap & Gown.....	\$50
Total Cost to Student.....	\$3,080

The \$240 testing fee is paid to NCCT by students that complete the course and choose to take NCCT national certification exams. The completion of our MA program is required by NCCT before students are eligible to take their exams. Each student has an option to take the exams or not to take them. Our instructor will assist each student in getting registered with NCCT and setting up their exam dates. NCI is a national test site; therefore, students do not have to travel to take their national exams. Registration Fee is non-refundable. Tuition Refunds are state regulated and refunded at the percentages regulated by the THEC.

*\*Registration Fee is non-refundable*

— continued on page 9



# ENROLLMENT PROCEDURES

— continued from page 8

## **CERTIFICATION EXAM**

NCI is a completion course; upon completion of the course each student receives a diploma from NuCourse Institute. Completion of this course qualifies each student to take national certification exams with the NCCT. NCI is a national test site.

## **STUDENTS' RIGHTS**

Students have the right to inspect and review information in their education records. They may request a correction to their record.

To file a complaint:

Contact U.S. Department of Education Family Policy  
Compliance Office, 600 Independence Ave, SW,  
Washington, DC 20202.

## CLINICAL & CLASSROOM REQUIREMENTS

- **Textbook Kinn's Medical Assistant 14th edition**
- **Watch with second hand**
- **Stethoscope (available for \$25)**
- **Paper and Black ink pen – Clinical**
- **Paper and Pen – Classroom**

There are no additional requirements for the class such as CPR, immunizations, medical physical exams, background checks or drug tests. Though they are made available to our students for an additional fee.

Students are eligible for clinical hours upon completion of their MA program. Clinical hours NOT required for the completion of the Medical Assistant Course. It is highly recommended that students take advantage of the clinical experience to provide them hands on opportunity to assist in seeking employment.

### **OTHER SERVICES**

NuCourse Institute does NOT offer other student services such as...housing.




# FINANCIAL AID/FINANCIAL ASSISTANCE

NCI does not offer financial assistance directly.

NCI does accept any SNAP or WIOA State assistance.

NCI does not accept FAFSA.

NCI does have a Personal Finance option available through a third party.

<p> <b>Self-Pay It</b></p> <p>Payable with a major credit or debit card</p> <ul style="list-style-type: none"><li>• Pay \$250 registration fee to apply</li><li>• Make 3 easy payments to cover tuition over the 10-week course<ul style="list-style-type: none"><li>&gt; \$833 due week 1</li><li>&gt; \$833 due week 4</li><li>&gt; \$834 due week 8</li></ul></li><li>• If you don't have a credit or debit card, contact us: (901) 282-9438</li></ul> <p><b>To register:</b></p> <p><a href="#">Click Here</a></p>	<p> <b>Finance It</b></p> <p>Register now, pay low monthly payments over time with Affirm™</p> <ul style="list-style-type: none"><li>• It's quick and easy to get a real time loan decision and choose how to pay at your own pace</li><li>• If approved, pay your registration fee and tuition with your Affirm loan as follows:<ul style="list-style-type: none"><li>&gt; Pay in 4 equal payments every two weeks at 0%</li><li>&gt; Or pay in monthly installments</li></ul></li></ul> <p><b>To apply &amp; register:</b></p> <p><a href="#">Start Here</a></p>	<p> <b>Get Gov't Assistance</b></p> <p>Like many of our former NCI graduates, you too may be eligible for up to 100% government assistance for the course if you qualify for Supplemental Nutrition Assistance Payments (SNAP)</p> <ul style="list-style-type: none"><li>• If you currently receive SNAP payments then you may already qualify. For more information, click the button below.</li><li>• If you do not receive SNAP payments, then click below and an NCI Advisor will contact you to guide you through the SNAP application process.</li></ul> <p><b>To learn more:</b></p> <p><a href="#">Inquire Here</a></p>
---	---	--

## ADMISSION REQUIREMENTS

GED or equivalent is required by NCCT to take the national exam. Students must have a prior grade point average of 2.5 or 75% to enroll in NCI. Students will be preparing to become Medical Assistants. NCI accepts cash, checks, money orders, cashier checks, most credit cards and PayPal. The method used for collecting delinquent tuition at NCI is very fair and consistent for all students. If a student does not have all tuition paid in full by the end of class, they may be transferred to the next class at no cost to the student. Diploma will be released immediately upon full payment of account.

*\*Exceptions may apply.*

### **NCI offers all former students the ability to...**

1. Sit through the program as a refresher in case the student was delayed in reaching the field of work desired (at no cost to the student).
2. Sit through the program, if they failed to pass their national exams, to have a better opportunity to pass the exams on the re-take.

### **HIPAA CONFIDENTIALITY STATEMENT**

Students at NuCourse Institute at no time shall discuss a patient, the patient's health, or the patient's healthcare outside of the clinical or classroom setting. At no time shall a patient, their family, or their healthcare be discussed in hallways, elevators, or public access areas.

# POLICIES AND PROCEDURES

## **TRANSFERABILITY OF CREDITS/CONTACT HOURS POLICY**

NuCourse Institute is a special purpose institution. That purpose is to train Medical Assistants. This purpose does not include preparing students for further college study. NCI provides contact hours. Contact hours do not translate directly into credit hours. Students should be aware that transfer of contact hours from NuCourse Institute is always the responsibility of the receiving institution and NCI does not guarantee that the students contact hours at NCI will be accepted by any other institute. Whether or not contact hours transfer is solely up to the receiving institution. Any student interested in transferring contact hours should check with the receiving institution directly to determine to what extent, if any, contact hours can be transferred. Because the job of a Medical Assistant is a vocational training there are very few credits available for transfer from another school.

NCI provides a completion Certificate for students. That Certificate is required by the Certification companies for Medical Assistants. NCI is responsible to provide adequate training for the student to have the best opportunity take and pass their National Certification exams.. Those exams are only available to students that complete training from a qualified institution.

— continued on page 14

## POLICIES AND PROCEDURES

— continued from page 13

50 live sticks are required by each student in order to complete the. The student will still be required to attend the classroom instructional portion of the program if NCI determines that the students Phlebotomy training is adequate then “Credit” can be awarded to any student from their former educational training for the 50 live sticks if it was completed within two years (Certification Company policy) of the entrance of NCI and is accompanied by a document from the former institution verifying the 50 live sticks.

This will allow NCI to have this information in the students file to provide support for any audits made by the Certification Company that NCI is following their policies. The student will still be required to show proficiency in the Phlebotomy skill to NCI instructor to pass the NCI program.

NCI will credit to the students account \$50.00 the cost of equipment used for Phlebotomy training. This amount will be subtracted from the total cost of the tuition. NCI will also provide institutions a copy of the students file including Diploma, test scores and Phlebotomy completion sheets upon the request for “credit Transfer”. NCI will attempt to comply with any institute requesting such information either by faxing or emailing information to the appropriate personnel.

— continued on page 15

# POLICIES AND PROCEDURES

— continued from page 14

## **RECRUITING POLICIES**

Recruiting for the Medical Assistant Training program is primarily done through local papers, website, and word of mouth. There are no pre-requisites prior to taking any course at NCI. NCI does not discriminate based on sex, race, ethnic origin, or religion. NCI is not fully equipped at this time for many special needs. Please see Grading Policy and Facility There are not any conditions or relevant state requirements that may adversely impact the student's ability to benefit from training or certification testing.

## **UNIFORM POLICY**

Uniforms are described here as scrubs. During class and clinical hours students will be required to wear scrubs. Students will provide their own uniforms. The uniform must be clean, neat, and pressed. Shoes must be closed toed and may not be made of a canvas material.

## **HAIR & NAILS POLICY**

Hair must be worn up off the neck and not cover the face or fall in the face during clinical hours. Fingernails must be neat, clean, and rounded not pointed. Nails must be short enough to prevent scratching patients when providing care. During clinical care no artificial nails, no overlay wraps (silk) and no chipped nail polish is allowed.

— continued on page 16

# POLICIES AND PROCEDURES

— continued from page 15

## **PLACEMENT ASSISTANCE POLICY**

NCI provides graduating students job placement assistance by offering interview training, and classes on resume' writing. NCI does not guarantee employment.

## **GRADING POLICY**

The Medical Assistant Training is a Pass/Fail course based upon attendance, performance, and clinical/laboratory procedures. NuCourse Institute provides a “Certificate of Completion” upon completion of the course. National certifications are available to those who complete the course with an additional cost per exam paid to the certification company.

Students are required to complete fifty (50) live phlebotomy sticks prior to the certification exam. No exam will be given unless all phlebotomy requirements are met, all exam fees have been paid, and NuCourse Institute fees have been paid in full by the eighth week of class.

Grades in class are determined by the average score of tests, quizzes, and project. Quizzes and Project completion will add 3 points to final grade. 75% is the passing grade for NCI Students.

(National exam minimum passing score is 70%)

*\*For students with dyslexia extra time is given during testing and notes may be given.*

— continued on page 17



# POLICIES AND PROCEDURES

— continued from page 16

## **SATISFACTORY ACADEMIC PROGRESS POLICY – CLOCK HOURS**

NCI is 200 clock hours. Satisfactory progress is evaluated every week throughout the program. After every exam the students and instructor will know the students current on-going average for the class. To be making satisfactory academic progress, a student must attend at least 90% of the scheduled class hours on a cumulative basis during each evaluation period.

The student's academic average is reviewed to determine qualitative progress. The minimum required is 75% at the conclusion of the program. An exam is given at the end of sections in the Textbook (between 5-6 exams over the period of the 10-week program). Students must retake any test in which they earn less than a 60%. After failure to score above a 60% on the first exam the student will receive counseling and be reminded of the average score necessary to complete the course. The student will be given the opportunity to request tutoring.

If the student fails to meet the cumulative 90% attendance or 75% grade average from week to week, then the student is counseled and advised as to the necessary Exam grades required on each of the following exams to complete the course. At the end of the 5th week of the program, if the student is not averaging a percentage high enough to achieve completion, the student is then advised at that point if it is still possible to complete the course by scoring high enough on each remaining test to achieve a Pass Rate of 75% in the final week.

— continued on page 18

# POLICIES AND PROCEDURES

— continued from page 17

Failure to be able to achieve (due to very low-test scores), by the end of the program either 90% attendance or a 75% grade average, will result in the administrative withdrawal of the student. If the student still has a reasonable ability to raise their test average to 75% to complete the course, the student will be placed on WARNING. Students will be notified in writing when they are placed on WARNING and the steps necessary to be removed from WARNING status. Students will also receive attendance or academic counseling, from the Lead Instructor, as appropriate, when they are placed on WARNING. The institution will notify a student by mail if he or she is being administratively withdrawn for unsatisfactory academic progress and the inability to score high enough on the remaining exams to achieve a test score avg of 75%.

## **STUDENT CONDUCT POLICY**

Student conduct during all aspects of the Medical Assistant Training course must always remain professional. Students will maintain a professional attitude and appearance in the classroom and in the clinical setting, anything other than professionalism will not be tolerated. Students face expulsion for unauthorized use/distribution of COPYRIGHTED MATERIALS. Students may face civil/criminal liabilities for unauthorized use/distribution of COPYRIGHTED MATERIALS.

## CANCELLATION AND REFUND POLICY

NCI has a fair and equitable refund policy which governs the repayment of a student as follows: NCI per THEC requires written or verbal notification of withdrawal by student to maintain proper records keeping by NCI for THEC. This notice is not required to provide proper refunds to student. The following information will be documented and used to calculate refunds for each student that cancels, withdraws or is withdrawn from training. This documentation will be sufficient to demonstrate that refunds are timely and accurate.

- 1. Start Date**
- 2. Last Date of Attendance**
- 3. Date of Determination**
- 4. Charges to the student**
- 5. Total amount paid**
- 6. Weeks earned and resulting percentage of program completed**
- 7. Calculation of Refund**

If the student never attends class for the period of enrollment for which he or she was charged; or the student withdraws, drops out, is expelled from NCI, or otherwise fails to complete the period of enrollment for which he or she was charged all refunds must be made within 45 days of the start of the 1st day of class or 45 days from initial registration (or whichever is earliest).

— continued on page 20

## CANCELLATION AND REFUND POLICY

— continued from page 19

If a student withdraws from NCI on or before the first day of classes or fails to begin classes, the refund shall equal the sum of all fees paid for the period of enrollment, less the non-refundable registration fee of \$200.

For an enrolled student, the refund due must be calculated using the last date of attendance and be paid within forty-five days from the documented date of determination. The DOD is the date the student gives written or verbal notice of withdrawal NCI, or the date NCI terminates the student. In short, all refunds will be paid within 45 days of notification from student. The non-refundable registration fee of \$200 is maintained by NCI and is not in consideration used by the formal to calculate a refund for the student.

If NCI discontinues class or terminates the program, all fees paid including Registration fees will be refunded.

In determining the number of weeks completed by a student in consideration for a refund. NCI considers one full week completed if the student attends one day. If a student withdraws or is withdrawn from NCI during the first week of class, the Refund percentage will be 90% to the student, calculated on the length of the program being 10 weeks in length.

— continued on page 21

## CANCELLATION AND REFUND POLICY

— continued from page 20

After the first week and up through the end of week 5 (50% of the ten-week program) the refund is pro-rated at 10% per week. Ex. Number of weeks student completed 3 of 10 = 33.3%, pro-rated 33.3% = \$666, administration fee = \$100

<b>Tuition Balance</b>	<b>\$2000</b>
<b>Admin</b>	<b>- \$100</b>
<b>Pro-rate</b>	<b>- \$666</b>
<b>Student refund</b>	<b>\$1234</b>

### WITHDRAWAL PROCEDURES

Students that withdraw from the Medical Assistance Training course are encouraged do so in writing either by mail or email; however, it is not required. If a refund is applicable, it will be reimbursed as described under Refund Policies.

## ATTENDANCE POLICY

Consecutive & Non-consecutive days: Students taking the Medical Assistant Training course must be present for 90% of contact hours to receive a Certificate of Completion from cumulative attendance. The Attendance Policy is stated as such that no student shall be absent for three consecutive days or five non-consecutive days.

Communicate with your instructor to avoid any problems. In the event of prior approval or an emergency the student will be given an opportunity to provide make up work. The student must provide makeup work within three classroom dates.

Students with excused absences may get in touch with the instructor for class notes missed.

**3 tardies equal 1 day absent**  
**3 early departures equal 1 day absent**

### ANTI-DISCRIMINATION POLICY

NCI does not discriminate on the basis of sex, race, ethnic origin or religion.

### CAMPUS SECURITY POLICY

NuCourse Institute has a no security policy. Students are responsible for the safekeeping of their belongings.

# COPYRIGHT POLICY

## SINGLE COPIES FOR EDUCATIONAL USE

Teachers are permitted to make a single copy of an excerpt of copyrighted print material for use in researching or otherwise preparing to teach a class. This generally includes, for example, a chapter from a book or a single article from a newspaper or magazine. An excerpt from a work cannot be more than 1,000 words or 10 percent of the work, whichever is less. Students may copy portions of books under the fair use copyright exemption, provided copying is not being used as a substitute for buying a textbook.

## CLASSROOM USE

A teacher may make one copy per student of copyrighted print material for classroom discussion and use, provided each copy includes a copyright notice and meets statutory tests for brevity, spontaneity, and cumulative effect. To pass the brevity test, the portion copied should be an excerpt of the whole. For example, a story or essay copied should be less than 2,500 words. If the teacher made the decision to copy the material from an instant inspiration such that requesting permission would be unreasonable, the copying satisfies the spontaneity requirement. Finally, the cumulative effect requirement dictates the copying can be only for one class, in one class term, with no more than nine instances of multiple copying in one class term.

## PROHIBITIONS

Teachers may not make copies of workbooks, tests, or other material intended to be consumable during study. Copying must come from the individual teacher's inspiration and cannot be directed by a supervisor. Teachers should not use copying to take the place of purchasing needed materials. Finally, students making copies for educational purposes cannot be charged by non-profit schools more than the actual cost of photocopying.

## FAIR USE

Copying that does not fall within the confines of the agreement may still qualify as fair use. Fair use is an exception to the exclusive rights of copyright holders. Fair use is a defense that a teacher could raise if sued for copyright infringement. Courts look at the purpose of the use, the nature of the work copied, the amount of the copyrighted work that was copied, and the effect of that copying on the market for the copyrighted work. Although many instances of using copyrighted material in a noncommercial, nonprofit educational context are considered fair use, there is never any guarantee of this, because the balancing of the factors depends on the analysis of the judge in an infringement case.

## COPYRIGHT VIOLATIONS

Copies cannot be used as a substitute for purchasing a copyrighted work and there are instances in which copying clearly does not qualify as fair use. For example, if a teacher copies an entire text because her budget does not allow her to purchase textbooks for each child, she has likely violated copyright law. Teachers also cannot reproduce videos for classroom use, though they may be able to use videos in the classroom and can make copies for archival purposes if replacements are unavailable or available only in obsolete formats.

— continued on page 24

# COPYRIGHT POLICY

— continued from page 23

## PUBLIC DOMAIN

Some works are considered public domain and, as such, are not copyrighted. These works can be used freely by teachers without concern that they are violating copyright laws, and teachers do not have to worry about fair use when using works in the public domain. These works include items created by federal government employees as part of their jobs, such as manuscripts from the Federal Writers' Project or other written or photographic material produced by persons working for federal agencies. Teachers can copy these works for classroom projects or other classroom use without first obtaining permission.

## GRIEVANCE PROCEDURE

If a student has a complaint with an instructor, another student, a faculty member, or member of the facility, he or she may contact James B. Miller, NuCourse Institute Founder/Director, in writing at 1155 South College Street, Winchester, TN 37398, by email at [jmiller@nucourseinstitute.com](mailto:jmiller@nucourseinstitute.com), or by phone at 901-282-9438.

When issues arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required by ACCET and frequently requires the submission of a written complaint. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency. If a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented; however, the complainant will be requested to subsequently submit the complaint in writing.
2. The written complaint must contain the following information:
  - a) Name and location of the institution.
  - b) A detailed description of the alleged problem(s).
  - c) The approximate date(s) that the problem(s) occurred.
  - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other student). What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g) The status of the complainant with the institution (e.g., current student, former student, etc.).
3. In addition to the written complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

— continued on page 25



## COPYRIGHT POLICY

— continued from page 24



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

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

Facility Description  
1155 South College St  
Winchester, TN 37398

The building is approximately 1000sq ft of classroom space.  
300sq ft of common area.  
One-bathroom 150sq ft

### SIGNATURE & DATE OF DIRECTOR TO VERIFY RECENT HANDBOOK

	
SIGNATURE	DATE

I certify by signature on this date, this is a true and correct copy of the document that will be used during the term of this application

JIM MILLER  
NuCourse Institute  
Founder/Director