



<https://arizonamedicalacademy.com/index.html>

(623) 306-1990

**Temporary Address: 6314 W Union Hills Drive
Glendale, AZ 85308**

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College & Campus Info (Welcome)

Welcome letter from the founders Mr. & Mrs. Dr. Brar



Jugroop Brar MD, Director

- ✚ Pulmonary and Critical Care fellowship from Upstate Medical University, Syracuse
- ✚ 2006: Graduate
- ✚ 1997: Residency Internal Medicine, Henry Ford Hospital, Detroit, Michigan
- ✚ 1988: Medical School, Christian Medical College, Ludhiana, Punjab, India



Narinder Brar DO, Medical Director

- ✚ Clinical Adjunct Professor, ATSU Midwestern University
- ✚ 2009: Private Practice
- ✚ 2002: DO from NYIT NYCOM
- ✚ 1998: MBBS Srinagar India

Mission

We are dedicated to developing and providing the next generation with highly skilled and professional Medical Assistants. Our program equips individuals to excel in serving the medical community and patient populations across Maricopa County and its surrounding areas with competence, compassion, and professionalism.

About the College

AZ Medical Academy was built in 2025 by our co-founders Mr. & Mrs. Dr. Brar. After successfully obtaining our state license in January 2025 we started shortly after our first(temporary) campus out of a clinic in North Phoenix while our main campus was still under construction with an anticipation date of full operation by March 2026. The founder's vision was to help create Medical Assistants with impeccable bedside manners and stellar clinical skills that would help advance the doctor-patient rapport. From the beginning, the Medical Assistant program was built to allow for future accreditation from the public health accrediting agency Accrediting Bureau of Health Education Schools (ABHES). With hopeful and successful completion of the program, accreditation can be obtained by early 2028.

The campus is located near Banner Estrella Hospital in West Phoenix. The campus has 1 laboratory with 5 patient exam areas, 1 classroom with whiteboard and projector screen and laptop accessible, male & female bathrooms, a reception area, faculty & staff offices, a large breakroom for students, and an LRC (Learning Resource Center) supplied with computers and a study area for students when they need some time out of class to complete their studies.

Campus Information

Current Location: 6314 W. Union Hills Dr. #100 Glendale AZ 85308

FUTURE Location: 3303 N Algodon Way Phoenix AZ 85037

Reception: (623) 306-1990

Email: info@arizonamedicalacademy.com

WEBSITE <https://arizonamedicalacademy.com/aboutus.html>

Main Campus

State License: State Board for Private Postsecondary Education

Management, Staff, & Faculty

Dr. Jugroop Brar

Dr. Narinder Brar

Liz Soto

April Garrett, BA in Psychology from Argosy University, CCMA from NHA

School Calendar

Holiday Schedule Observed:

- | | | |
|----------------------------------|--------------------------------------|--------------------------------------|
| • New Year's Eve & Day 12/31-1/1 | • Juneteenth 6/19 | • Thanksgiving Day and Weekend 11/27 |
| • Presidents Day 2/17 | • Fourth of July Day and Weekend 7/4 | • Christmas Eve & Day 12/24-12-25 |
| • Easter Weekend 4/20 | • Labor Day Weekend 9/1 | • New Year's Eve |
| • Memorial Day Weekend 5/26 | • Veterans Day 11/11 | |

****Classes will be closed from 12/22/25 to 1/2/2025 to observe the holidays****

Medical Assisting Program Information

Program Objective

To cultivate the intrapersonal and professional skills in students necessary for performing as an accomplished entry-level medical assistant, through a combination of, hands-on laboratory practice, didactic instruction, and externship experiences. The curriculum envelopes topics such as anatomy and physiology, law and ethics, human relations, routine in-office laboratory procedures, patient care procedures frequently performed in medical offices, and/or other essential subjects to help students become powerful members of the medical assistant team in our current medical industry. A certificate of completion is awarded to all MA students who complete the program.

Program Schedule

The Medical Assisting program consists of 720 clock hours, 560 of those hours will be spent on campus in lab and lecture. There are 8 classes total Externship is the last class. Each class is 5 weeks long and 16 hours a week, excluding an externship. The last class externship is based on the successful completion of all other academic courses with a grade of 74% or higher. The externship will consist of the required 160 hours. The extern requirement will be a MANDATORY full-time 40-hour work week, Monday through Friday extern site office hours. Classes are offered Monday through Thursday, 8 am to noon.

Course Descriptions

Below are the courses in order from the start of the MA program to the completion with extern.

Intro to Healthcare & Professionalism	<ul style="list-style-type: none">• 80 hours total• Monday-Thursday<ul style="list-style-type: none">• 8-Noon• 4-week Course• 3-semester credits	<ul style="list-style-type: none">• Allied Health Professions & Outlook• Professional Requirements for the Field• Career Development• Credentialing<ul style="list-style-type: none">• General Responsibilities• Medical Law & Ethics• Human Relations• Types of Insurance• Billing & Coding
A&P, Medical Terminology	<ul style="list-style-type: none">• 80 hours total• Monday-Thursday<ul style="list-style-type: none">• 8-Noon	<ul style="list-style-type: none">• Anatomy• Physiology• Medical Terminology

	<ul style="list-style-type: none"> • 4-week Course • 3-semester credits 	<ul style="list-style-type: none"> • Spelling
Intro to Lab & Vitals	<ul style="list-style-type: none"> • 80 hours total • Monday-Thursday <ul style="list-style-type: none"> • 8-Noon • 4-week Course • 3-semester credits 	<ul style="list-style-type: none"> • Human Relations in the exam room/office <ul style="list-style-type: none"> • Vitals • Administrative skills <ul style="list-style-type: none"> • Asepsis • Biohazard & Sharps • Checking patients in & out <ul style="list-style-type: none"> • Spelling • Human relations • Assist in general procedures with doctor in PE
Pharmacology & Medical Math	<ul style="list-style-type: none"> • 80 hours total • Monday-Thursday <ul style="list-style-type: none"> • 8-Noon • 4-week Course • 3-semester credits 	<ul style="list-style-type: none"> • Drug Classifications • Medical Math • Prescriptions <ul style="list-style-type: none"> • Prepare all medications except IV • Injections (All 6 types) • Identify surgical instruments <ul style="list-style-type: none"> • Spelling • Human relations • Assist in general procedures with doctor in minor office surgery
Phlebotomy	<ul style="list-style-type: none"> • 80 hours total • Monday-Thursday <ul style="list-style-type: none"> • 8-Noon • 4-week Course • 3-semester credits 	<ul style="list-style-type: none"> • Collect label and process specimens • Perform venipuncture (All 3 types) • Capillary puncture and collection • Microbiology testing <ul style="list-style-type: none"> • Patient education teaching of self-testicular exams & self-breast exams <ul style="list-style-type: none"> • Spelling • Human Relations

		<ul style="list-style-type: none"> Assist in general procedures with doctor wound care, OBGYN, orthopedics
EKG, Respiratory, & Neuro	<ul style="list-style-type: none"> 80 hours total Monday-Thursday <ul style="list-style-type: none"> 8-Noon 4-week Course 3-semester credits 	<ul style="list-style-type: none"> EKG SVN Tx Spirometry 24 Holter monitor <ul style="list-style-type: none"> Stress test Orthostatic vitals Pediatric development Spelling Pediatric examination <ul style="list-style-type: none"> Spelling Human Relations Assist in general procedures with doctor in pulmonary, neuro, cardio, and peds
Medical Lab Procedures	<ul style="list-style-type: none"> 80 hours total Monday-Thursday <ul style="list-style-type: none"> 8-Noon 4-week Course 3-semester credits 	<ul style="list-style-type: none"> Urinalysis Sputum collection Throat Cultures Teach patient disease management and health promotion Teach the patient how to collect urine, fecal, and sputum specimens <ul style="list-style-type: none"> Spelling Human Relations Assist in general procedures with the doctor in urology, GI
Extern	<ul style="list-style-type: none"> Schedule is based on the site location 160 hours required <ul style="list-style-type: none"> Full-time Must be done in 4 weeks or less 	<ul style="list-style-type: none"> Extern to be determined by Extern Coordinator

Program Delivery

AZ Medical Academy MA program is an in-person program. All students are required to be physically present in the lab and lecture Monday through Thursday. The students will have access to an online LMS system Canvas. The students will also have the following content such as (but not limited to) assignments, test projects, EHR systems, and exams online from the publisher McGraw Connect.

The entire MA program is delivered in English, no content is available in any other language.

Academic Policies

Attendance Policy

Professional requirements for Medical Assistants in the office environment are that they are required to work the hours with the doctor and the office. Full-time hours for an MA require being on time, staying for the full shift, and leaving only when the office is closed. Our classes require students to stay for the full duration of the class. Class hours are Monday through Thursday 8 am to noon. The expectation is for the student to arrive on time and stay for the full class. Attendance is also a gradable aspect of each course's grade (please see grading requirements in each syllabus). To be a successful student and graduate from the Medical Assisting program here at AZ Medical Academy a student must attend a minimum of __75__ % of each course and comply with the institution's SAP requirements.

Grading Policy

Grading	Quantitative requirement	Qualitative requirement	Grade Points
A	100-90.0%	Excellent	4
B	89.9-80.0%	Very Good	3
C	79.9-74.0%	Satisfactory	2
F	73.9 under <		0
INC	Incomplete		N/A
W	Withdrew		0

Grading standards for all students to be successful in the MA program must have a cumulative (GPA) Grade Point Average of 2.0 (70%) or higher. Instructors assess grades through various assessments from clinical practice, homework, tests/quizzes/exams, and/but not limited to classroom and lab activities and academic professional integrity. A breakdown of how grades are obtained per course can be found in the course syllabus. Pass and Fail grades are not given by

AZ Medical Academy. No extra credit is given in our program. All courses MUST be passed with a cumulative grade of 74.0% or greater.

Incomplete (I) must have met the following requirements:

- Students miss the final week and/or final exam due to unforeseen circumstances, (see unforeseen criteria below)
 - Death of family or loved one with obituary given to the instructor or program director
 - Documented medical excuse from a doctor
- Prior attendance for the current course must be equal to or greater than 70%
- Assignments in previous weeks have been submitted by due date
- Instructors' discretion with the Program Director (PD) notified
- Must be approved by the Instructor and Program Director (PD) before the end of class on the last day of the course
- Students will only have 48 hours from approval to turn in and complete any of the final week's undone assignments/tests/exams.
- 10% for each day will be deducted for any undone actions listed above total equaling 20% per undone assignments/tests/exams
- If undone assignments/tests/exams are not completed in 48 hours, they will retain a zero and be finalized in the grade book
- The maximum allotted amount of (I) a student can be granted in the entirety of the program is 2 courses.
- (I) must be initiated by the instructor or Program Director (PD), students cannot request an (I)

Late Work Policy

All students will have up to three days to submit any late or missing assignments, except during Week 4, the final week of the course, at the instructor's discretion. Each day the assignment will have a deduction of 10% equaling up to 30% off the overall grade. To be allowed to turn in late work, the student must have an okay from the current instructor.

Failed Courses

If an unfortunate event occurs and a student fails a course, they will only have one more chance to take that course for a successful grade and will be charged for the second attempt at that course. If the student has failed the same class two times, then the student will automatically be dropped from the program. No student will be allowed to continue in the program if they fail three courses at any time, as this would violate SAP (satisfactory academic progress) guidelines.

Satisfactory Academic Progress (SAP)

Satisfactory Academic Progress here at AZ Medical Academy is based on quantitative and qualitative measures. The student must possess a 2.0 GPA or higher throughout their program as well as complete their program within one and one-half (1 ½) times the entire length of the program; or a maximum allotted time frame of 150% of the normal length of the program.

With qualitative measures in place to determine SAP for all students, SAP can affect a student's Financial Aid (FA). Any student who fails to keep SAP is placed on financial aid warning per FA pay period. If, by the next pay period, the individual has not improved their qualitative GPA standards, they may be at risk of dismissal from the program and/or ineligible for further financial aid. ALL financial aid students MUST meet SAP regulations. Students have the right to appeal decisions, please see the section titled "Students' rights and responsibilities".

Students placed on SAP Probation must attend scheduled tutoring sessions with their course instructor. The tutoring schedule will be determined by the instructor's availability and the students but must be done weekly until the student is removed from SAP probation. Tutoring will continue until the student is no longer on SAP probation.

Leave of Absence- LOA

A Leave of Absence (LOA) must be formally requested from the student to the Program Director (PD) via email and any supporting documents.

Criteria to be approved for a LOA:

- Medical LOA- must have a doctor's written excuse with a specific number of days and/or when the student can return
- Death or serious family circumstances (must have approval from the program director (PD))
- Other life mitigating circumstances (must be approved by the program director (PD))

The student must return on the exact day after the completion of the LOA. If a student fails to show they will be subjected to termination from the program. The maximum time frame a student can take an LOA is 180 days in a 12-month period. More than one LOA can be approved in a 12-month period, but it ***CANNOT*** exceed the 180-day rule.

Academic Leave of Absence- ALOA

An Academic Leave of Absence (ALOA) is granted by the school when a student needs to take a class that may have been pushed back or given at a different date and time that did not align with the course schedule's predetermined dates. This most of the time would have been due to a student needing to repeat a course or a previously approved LOA. An ALOA must also follow the guidelines of SAP. An ALOA also cannot exceed more than 180 days in a 12-month period.

Externship Process & Policy

The process of extern starts at the end of completing all other courses within SAP guidelines. Once a student has come to this point in their education, they will start working closely with their Extern Coordinator (EC) and or Program Director (PD). The final decision for placement of the student with an extern site is solely at the discretion of the school. The school has the right to place students up to but not more than a 2-hour commute from the student's residence if needed to have a successful externship. The EC will start working with students 6 weeks before the extern start date.

Externship is the final course of the MA program and must be completed with SAP guidelines and all students MUST have completed 160 hours in a 4-week timeframe at full-time hours. If a student needs an extended amount of time due to unforeseen situations, illnesses, etc. it must be approved by the EC and/or PD, and the clinical site supervisor/trainer.

Students under no circumstances can take longer than 5 weeks to complete their 160 hours of externship.

A student will also receive a quantitative grade for their extern which will be graded by the clinical site manager or approved employee along with the EC. A passing grade for the extern course follows all other grading requirements mentioned above.

Below are the guidelines all AZ Medical Academy students must meet to be ready for the EC to place them for their final course (externship). Students who do not provide copies of vaccinations are not promised an extern site. The extern agreement with the clinical affiliation locations is composed of certain rules and thus fore has promised to have students be vaccinated before the onset of their externship.

If a student fails to meet all extern requirements within 14 consecutive days of their start date, they will not be granted an extern location and will automatically be dropped from their program.

Extern requirements:

- All prior courses to be successfully passed with a minimum of 74.0% and meet all other SAP requirements
- A copy of all up-to-date vaccines (*due within the first 10 weeks of starting the program if not supplied during the admissions process to the EC*)
 - MMR
 - Hep B
 - Varicella
 - Tetanus
 - Annual negative TB or Negative chest x-ray
 - Flu during the appropriate season
 - COVID or signed exempt

- Have completed Pre-Extern meeting with EC and career services coordinator
- An up-to-date MA resume sent to EC and career services coordinator at a minimum of 6 weeks before the extern start date
- Clean drug screen based on specific extern location

If vaccines, drug screen, background, and resume are not submitted in preparation for extern the EC is not allowed to look for an extern site until ALL documents have been submitted

Graduation Requirements

All students are awarded a certificate when they have completed the following:

- Their program with a minimum grade average of 74.0 or greater
- Minimum cumulative GPA of 2.0 or higher
- Maintained SAP throughout the entire program
- Completed all exit requirements
 - Exit requirements mandate that every student meets with Financial Services and Career Services upon completing the program.

Students graduate once they have completed the above standards. Students will receive their certificate via USPS if Financial Services & Career Services have finalized the exit process. Certificate will not be mailed to students if they have a debt they still owe to the school (see tuition & fees section)

Admissions Process & Policies

Admission Process & Steps (subject to change)

Below are the steps required to successfully follow through the admission process:

- Scheduled appointment with admissions representative
- Meet all entrance requirements
- Tour of the school and meet the instructor (if available)
- Q & A
- Entrance Examination (Must have a pass rate of __75%_ or greater
- Discuss F/A tuition Fees if the entrance exam is successfully passed
- Complete and finalize all documents

Below are the specific entrance requirements:

- Minimum Age: Applicant must be at least 18 years of age (unless 17 years old and successfully graduated from a state high school and has the parents a part of the enrollment and financial responsibilities unless the student is emancipated)
- Education: Applicants possess a High School Diploma or GED

- **Immunizations:** Prospective medical assistant students must comply with both clinical facility requirements and state law related to immunizations. The student must provide documentation of vaccinations or a serum titer confirming immunity signed by a healthcare provider, or the student must sign the vaccination declination form for certain vaccines such as Hep B and/or COVID-19. If a student is unable to get any other vaccines a religious waiver declination must be signed or a letter from their physician stating that they cannot receive a specific vaccine. Students should be aware that future employers may require vaccinations as a condition of employment and a student who declines vaccination may face difficulty obtaining employment until the student is vaccinated. Documentation of vaccinations must include the following:
 - **MMR-** Measles-Mumps-Rubella positive immunity results
 - **Hep B-** Hepatitis B positive immunity results
 - **Varicella-** Chickenpox positive immunity results
 - **Tetanus-** Diphtheria-Pertussis (T-DAP) (Must be current within the past 10 years)
 - **Tuberculosis-** Annual negative TB test or Negative chest x-ray
 - **Flu-** during the appropriate season
 - **COVID-19-** negative or signed exempt
- **Identification:** Furnish a valid driver's license, state-approved ID or passport. Prospective students will be interviewed and must be able to complete the Application forms and communicate with the representative without the assistance of an Interpreter.
- A valid social security number, proof of citizenship or Green Card

The school does not perform background checks or drug screens to enter the medical assisting program. However, upon externship, you may be asked to clear either (based on the site requirements) a drug screen, background check, and/or fingerprint clearance card. *As a warning*, many employers in the healthcare field will perform a full background check and drug screen prior to employment. If the drug screen and/or background is not passed, it may result in a no-employment offer.

POLICY FOR GRANTING CREDIT

Potential students who apply to the program are eligible to apply for transfer credits from another credible recognized school. The possible transferable credit must have come from a school approved by ABHES or CAAHEP and the US Department of Education or Council for Higher Education (CHEA). Transferable credits will not be accepted if the prior educational criteria are not met. The potential student must bring unofficial transcripts and a course catalog from the previous school with them to their scheduled meeting with the admissions representative before completing the enrollment process.

Transferable credits must be approved by the Program Director (PD) before the first day of class. Transferable credit must have been fully completed in a previous education program and

achieved with a grade of 74% or higher in each course. No credit greater than 10 years old will be accepted. Only 38% (equivalent to 3 courses) of transferable credits will be allowed to transfer into AZ Medical Academy from another school. No transferable credits will be accepted for partial courses.

AZ Medical Academy does not accept any transferable credit from on-the-job training.

Tuition & Fees

TUITION AND FEES

Tuition:	
\$1200 per class (8 classes total)	\$9600
NHA Study Tool	\$94
Certification Exam	\$165
E-Book & Connect inclusive pckg MA book	\$132
E- Book & Connect inclusive pckg A&P book	\$119
\$20 per set Scrubs X3	\$60
Laptop	\$129
Lab usage (all 5 labs total)	\$600
Admin Fee	\$101
Total	\$11,000.00

Method of payment and payment schedule:

We accept credit cards and ACH checks, or cash payments. All payments should be made over the phone or in person at the school. Payment is due in order to be registered for class.

Payment Options:

OPTION #1: Pay in full \$11,000.00

OPTION #2: \$2,000.00 down payment followed by seven (7) monthly auto-draft payments of \$1,285.71. If you choose a payment plan, money will be collected each month via automatic debit from your credit card or debit account. You will be assessed a \$25.00 returned fee for any returned payments. We reserve the right to drop students from the course for non-payment. If payment is not made by the due date student can suffer from being blocked from class till payment is made, and grade and attendance can be affected.

Financial Aid

No Financial aid is available for the school at this time. The school is in the process of becoming FA-approved by Federal Student Aid (<https://studentaid.gov/>). Process can take up to 3+ years.

Cancellation and Refund Policy

An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days after receiving the notice of cancellation, the school shall provide the 100% refund.

If the student chooses to withdraw after the three-day cancellation period, but before the first day of instruction begins, the registration fee will be retained by the school.

If, after the three-day cancellation period expires, a student withdraws or is terminated after the instruction begins, the tuition refund, minus the registration fee, will be determined as follows:

Percentage of clock hours attempted by the date of withdrawal	Tuition Refunded
10% or less	90%
More than 10% up to and including 20%	80%
More than 20% up to and including 30%	70%
More than 30% up to and including 40%	60%
More than 40% up to and including 50%	50%
More than 50%	No refund

The percentage of the clock hours attempted is determined by dividing the total number of hours elapsed from the student's start date to the student's last day of attendance by the total number of clock hours in the program.

If the school closes or discontinues a course or program, the school will refund to each currently enrolled student all money paid by the student for tuition and fees and all monies for which the student is liable for tuition and fees.

Students are required to notify the Director or designated school official if they are withdrawing from the school.

The date of withdrawal or termination is the student's last day of attendance or the date the formal letter of withdrawal is submitted to the appropriate school employee. Refunds are based on the student's last day of attendance and/or the date on the formal letter of withdrawal.

All refunds due will be paid within 30 days of the student's last day of attendance. Books and supplies purchased are the student's property and are not refundable, except within the three-day cancellation period.

Refund Policy for Students Called to Active-Duty Military Service

A student of the school or college who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Arizona National Guard may elect one of the following options for each program in which the student is enrolled.

- If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees or other charges (refunds for active military will follow the same pro rata refund policy as described in the general refund policy section) paid by the student for the program and a cancellation of any unpaid tuition, fees or other charges owed by the student for the portion of the program the student does not complete the following withdrawal;
- A grade of incomplete with the designation “withdrawn military” for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or sustainability equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges from the program other than any previously unpaid balance of the original tuition, fees and charges for books for the program; or
- The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine the student has:
 - a. Satisfactory completed at least 90% of the required coursework for the program; and
 - b. Demonstrated sufficient mastery of the program material to receive credit for completing the program.
 - c. The payment of refunds will be completed and credited into the proper account(s), within 30 days after the effective date of termination.

Student Rights & Responsibilities

Drug & Alcohol-Free Environment

The Drug-Free Schools & Community Act (DFSCA) of 1989 sanctions that any federally funded school must adhere to strict rules on no consumption of drugs or alcohol on campus or any clinical affiliation (extern sites) by students and or employees. This includes but is not limited to alcohol, any form of illicit drugs, marijuana (regardless of state rules),

or prescription drugs. These substances can alter the mind and make the school, lab, students, and or employees unsafe.

AZ Medical Academy has a strict NO drugs or alcohol permitted at any time on campus or any of its affiliated extern partner's locations for all students and employees. A student caught on campus possessing, using, or under the influence of any of the listed items above can be terminated from their program and prosecuted if any damage transpired while the student was under the influence on campus or any of its affiliated locations. This even covers whether a student comes to campus intoxicated or under the influence of any of the items listed above.

If any employee is found to be on campus or at any of the organization's affiliation contracts locations intoxicated or under the influence of any of the listed items above, they will be terminated immediately without severance and can face prosecution if any damages were done.

We here at AZ Medical Academy take the safety and well-being of our students and employees very seriously. We work in environments where there is a risk of injury and being intoxicated or under the influence will greatly impact that risk and leave others and or oneself with severe injury and or harm.

If a student at any time feels they need resources or help with drug or alcohol prevention they can seek the resources of the student services department and/or their PD.

Smoking & Tobacco-Free Environment

AZ Medical Academy is a smoking and tobacco-free campus. The use of any smoking devices like vapes or tobacco is strictly prohibited in any area of campus and or the organization's affiliation contract sites for employees and/or students. Our location is also associated with Banner Hospital and their campus which has a strict nonsmoking policy anywhere on their campus.

Code of Conduct

AZ Medical Academy students are to practice the highest standards of professionalism and follow all policies and procedures set by the organization. This institution is committed to providing equal opportunities in education and employment to all individuals, regardless of race, color, religion, gender, sexual orientation, national origin, disability, age, or any other characteristic protected by applicable law.

The practice of professional conduct while being a student on or off campus and in any clinical affiliation locations must be adhered to for best practices. From the beginning of

the program, it is designed to set students up for success and to always conduct themselves in a very professional manner. Practicing these professional attributes will help a student to be prepared for the expectations in the healthcare industry

Any student who breaches any of the policies, or procedures in this catalog, or hinders the educational growth of another student here at AZ Medical Academy is liable for termination of their program. Dischargeable offenses comprise of but are not limited to the following:

- Theft or vandalism of school property or another student's property
- Sexual misconduct, violence, assault, bullying & cyberbullying, threats, or harassment
- Discrimination based on one's race, ethnicity, culture, physical or mental disability, sexual orientation, or gender identity or expression
- Possession, distribution and/or the use of drugs, alcohol, tobacco, smoking devices, firearms or weapons
- The use of vulgar language and curse words written and or verbally anywhere in the classroom, laboratory, or clinical sites
- Disrespectfulness to instructors, staff or other students
- Academic integrity such as keeping with required SAP scheduled tutoring, plagiarism, cheating, misconduct, or academic dishonesty
- Not abiding to HIPPA
- Not abiding to FERPA
- No use of cell phones and other smart devices (ear pods, headsets) during the classroom, laboratory or clinical sites (phones should only be for emergency or on one's break)
- Inappropriate dress (see dress code policy)
- Failure to follow all lab and safety rules

Any policy/procedure violation will be directed to the campus administration & Program Director before any final decisions are made on the termination of a student. Students may appeal any decision for termination (please see policy for appeals).

Dress Code Policy

The list below is intended for any student while they attend the campus, classrooms, labs, or clinical sites:

- All students are required to wear the school logo scrubs (issued at the start of their program) while on campus and at any clinical sites. No student will be allowed to participate in classroom or lab activities if not in their assigned school logo scrubs.
- Student identification badges are to be always worn and visible
- All students are required to be in closed-toed shoes while in a classroom or lab setting, no slippers, open-toed shoes, dress shoes, slides, or Crocs with holes
- Piercings must be minimal and not hoops, stud earrings only. No facial or tongue piercings. Gauged piercings and any other visible piercing should be clear or skin tone color.
- Tattoos should be minimal, and best practice is not visible, they must be non-offensive to anyone. Sleeves should be worn but can be at the discretion of the program director and instructor or clinical site.
- Mock interview attire- students must be in professional business interview style clothes (please see student services, career services, or program director for help with professional business guidelines)
- No artificial or acrylic nails
- Natural nails should be clean and kept short
- Nail polish should be clear or neutral colors (skin tone colors)
- Students must not wear perfume or cologne
- Students must not wear scented lotion
- Students must adhere to good grooming practices (appearance and smells and body odor)
- Any hair that is past the shoulders should be pulled back while on campus but especially in the classroom, lab setting, and clinical sites
- Facial hair must be kept clean and well-groomed and short
- Uniforms should be clean when in classroom settings, labs, or clinical sites

Tutoring & Support Options

Any student placed on SAP probation for attendance or grades MUST attend in-person tutoring weekly, as assigned by the instructor. Tutoring will be held after class or on a Friday morning at the discretion of the instructor's availability.

A student who fails to keep up with any assigned tutoring will be at subject of failing, staying on SAP probation, and/or termination of their program. Tutoring may also be recommended if the instructor feels the need for a student to grasp better the content being taught. It also can be recommended if a student has poor attendance on one course or a poor grade on one course.

Any student who feels they would like or need tutoring is always free to schedule a time with their course-correlating instructor. If a student feels they need help with outside resources to help

alleviate life circumstances they can reach out to their instructor, program director, or student services for resources and referrals to community support.

Learning Resource Center (LRC)- Every student has access to a diverse number of online resources for their academic studies and students can also use the assigned LRC area at the campus during operating hours Monday through Friday.

Complaint & Appeals Procedures

Academic complaints and appeals must be made in formal writing, an email. A formal complaint or appeal would be first submitted to the program director only if previous attempts to fix or help the concern at hand with instructor has not been resolved.

Complaints must be submitted within 24-48 hours of the offense or 7 days if the complaint is regarding grades. Final grade complaints must be notified within the first week of the end of a course. Once a formal complaint is received by PD, they have 48 hours to reach out to the student to discuss the complaint. If a complaint is against the PD, then the student must submit a formal letter to the Campus Director after trying to resolve the problem with the PD.

All other complaints/appeals must be submitted within 14 days of offense to the program director. PD has 7 business days to respond to complaint/appeal once the formal complaint/appeal has been received.

Complaints or appeals can be regarding but not limited to the following:

- Academics SAP, grades, etc.
- Student complaint (student to student)
- General complaint (non-academic)

The process for complaints or appeals once formally submitted by student are below:

1. Complaint/appeal is evaluated by the program director
2. Program director then will sit and discuss the complaint/appeal with the student
3. If complaint/appeal needs to be further evaluated program director will involve the opposing party
4. If other parties are involved (besides student-to-student complaints) then the complaint/appeal will be further evaluated with the board of appeals and complaints to find a resolution to the appeal/complaint
 - a. Program Director
 - b. Department with which appeal/complaint is against
 - c. Campus Director and/or Dean
 - d. Student Services representative
 - e. *****

5. Once the final decision is made by the board an in-person discussion will be held with the student and a formal letter will be sent to the student's email explaining the board's decision and reasoning for the decision. It will also notify the student of what possible next steps the student might be able to take as long as the decision is not made to terminate the student from the program.

Student & Career Services

Student Services

The student services department was built to help enrich the quality of the students' experience here at AZ Medical Academy. The student services advisor will play a vital role in guiding the student throughout their academic journey.

A student services coordinator may help with the following but not limited to:

- Monitor student attendance and grades
- Academic advising
- Tutoring
- Referrals to housing, childcare, social services, and other community agencies and services
- Weekly SAP check-ins
- Campus orientation
- Campus student activities and events

AZ Medical Academy does not provide housing or any of the other needs listed above. Our student services coordinator is available to help provide referrals only and help assist with any campus or educational needs.

Career Services

All students will work closely with career services throughout their program from month-to-month meetings that are open discussions and teaching professionalism in the workplace to prepping them for mock interviews. Then in the final weeks of their education on campus, before they start their clinical experience, they will work with their assigned career service advisor and EC to help them prepare for the externship.

The student can reach out and schedule time to receive help on making or updating their Medical Assisting resume, cover letter, and career portfolio. The student will also be allowed to schedule extra mock interviews outside the one or two that will be assigned by the career services advisor.

Once the student is a graduate, they will work closely with career services to help find employment. However, it is the graduate's responsibility to follow up and schedule and attend interviews for possible job leads, career services are just extra support that AZ Medical Academy

offers to help support their students and graduates. AZ Medical Academy at no time guarantees employment for its graduates.

After Graduation

Graduation for AZ Medical Academy students is once a student completes all the course work on campus successfully, completes their 160 extern hours with a satisfactory grade, and has met and signed off with the career services coordinator and financial aid representative. Once that is completed a student is then a graduate of AZ Medical Academy. A student will receive their Certificate of Completion of the Medical Assistant program by USPS within 30 days of completing all graduation requirements.

There is a graduation ceremony biannually to celebrate the completion of a student's time in the Medical Assistant program. Location will be determined at a later date and is subject to change. Students will work with Career Services to order their cap & gown. A student's family and friends will be able to attend the ceremony as well with limited seating available.