

C O A S T A L
C A R E E R A C A D E M Y

SCHOOL CATALOG
2026 – 2027

Effective January 11, 2026

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INTRODUCTION

Mission Statement

At the center of the mission of Coastal Career Academy is a commitment to making career-technical education and training affordable and accessible.

History

Coastal Career Academy was founded by Debra Gomes, R.N., in 1999. The Coastal Career Academy seen today began with various classrooms throughout southeastern Massachusetts. To provide quality career training for entry-level healthcare professionals, Debra Gomes, R.N., and her team continued to expand the courses and training offered by opening a school in New Bedford, MA. After assessing the needs of the region and undergoing exponential and organic growth, Coastal Career Academy moved to a larger location in Fall River, MA. There, the Coastal Career Academy staff continue to serve the southeastern region.

Excellence in Innovation

The workforce of the 21st century is one of a global society and constantly evolving in addressing the needs of that workforce. Career education and training must also continue to evolve. Coastal Career Academy is committed to excellence in education by providing its students with a rigorous curriculum instructed by leaders in both education, industry, and job placement organizations.

Guidance and Support

For a student to flourish in the classroom and in the workplace, they must be given proper guidance and support. There is no one single path to career success. The staff of Coastal Career Academy is committed to assisting its students in navigating their own path to a better career and future. CCA is dedicated to this mission both during and after the students' training is complete, and the quest for gainful employment begins.

Social Responsibility

It is in the best interest of the workforce and society that Coastal Career Academy continues to be an elite educational institution. By offering our students employable skills and training, Coastal Career Academy is fulfilling a social obligation and strengthening its relationship with the community. We encourage community service activities during a student's enrollment period.

Physical Description of School

All courses are taught at Coastal Career Academy, 187 Plymouth Ave. in Fall River, MA. Our training facility occupies 2,000 square feet of a two-story building. The classrooms are large, climate-controlled, and furnished appropriately for their instructional purpose. Coastal Career Academy meets all safety standards required. Convenient free parking is available to all students and staff outside the building, and handicap accessibility is provided throughout.

The facilities include classrooms, laboratories, computer laboratories, and a library resource center. The classrooms and laboratories have modern technology including audiovisual equipment. The facilities provide professional settings such as a medical office examination room, an infection control area, and medical assistant laboratories. The medical assistant laboratory has EKG machines, microscopes, centrifuges, hematocrits, and scales. The campuses include a visitor reception area, admissions, academics, career services, and offices.

Licensure, Program Approvals, and Accreditation Status

Coastal Career Academy is licensed by the Division of Licensure, Office of Private Occupational School Education. Coastal's Nurse Aide training program is also approved by the Department of Public Health's Nurse Aide Registry. Coastal Career Academy is not accredited by a nationally or regionally recognized accrediting agency of the U.S. Department of Education.

Student's Right to Cancel

Students who have signed a new enrollment agreement have the right to cancel the Enrollment Agreement for a program of instruction — including any equipment such as books, materials and supplies or any other goods related to the instruction offered in the Agreement — up until midnight of the seventh business day (excluding weekends and holidays) after the first scheduled class. Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within seven business days following either the regularly scheduled orientation procedures or a tour of the school facilities and inspection of equipment where training and services are provided.

Cancellation shall occur when a student has given written Notice of Cancellation at the College address shown on the top of the front page of the Enrollment Agreement. A student can do this by mail, e-mail, hand delivery, or fax; the Notice of Cancellation must include a signature from the student. The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid. The written Notice of Cancellation need not take any particular form, and, however expressed, it is effective if it shows that a student no longer wishes to be bound by the Enrollment Agreement. If the College has provided any equipment, including books or other materials, the student shall return them to the College within seven (7) business days following the date of Notice of Cancellation. If a student fails to return this equipment, including books (except online students), or other materials, in good condition within the seven (7) business day period, the College may deduct its

documented cost for the equipment from any refund that may be due. Once students pay for the equipment, it is theirs to keep without further obligation.

Within five (5) days of receipt of Notice of Cancellation, the College will acknowledge to the student in writing the receipt of the Notice with the effective cancellation date. If a student cancels this agreement, the College will refund any monies paid, less any deduction for equipment not timely returned in good condition, within thirty (30) days after Notice of Cancellation is received.

Student / Instructor / Class Ratio

The maximum number of students to a class is 20 students to 1 instructor. During laboratory/clinical classrooms we have a 10:1 student/instructor ratio, depending on the course.

ADMISSION POLICIES AND PROCEDURES

Admission Requirements

All programs offered at this school are open to anyone with a high school diploma or equivalent. The exception is the Nursing Assistant program, which does not require a high school diploma or equivalent. All applicants are considered without regard to race, color, national origin, sex, age, disability, religion, or sexual orientation.

- **Nurse Assistant Training:** TB/PPD < 1 year. Covid vaccine and booster record or signed exempt waiver, at least 16 years of age. Able to read and write in English.
- **Medical Assistant, Medical Office Assistant, Patient Care Technician, Phlebotomy:** TB/PPD < 1 year. Immunization records which include Hepatitis B vaccine, MMR (Measles, Mumps & Rubella), and Varicella. Covid vaccine or exempt waiver, at least 18 years of age.
- **Plumbing Apprenticeship:** Tier II–IV only must submit a copy of an apprentice card.

All students must demonstrate digital literacy and readiness for coursework by successfully passing a Digital Learning Readiness Assessment (DLRA) with a score of 60 or higher.

The DLRA is designed to help the school and student understand if they are able to successfully take courses in an online/digital environment. While not all programs at the school are offered 100% online, the student will be required to access and understand the school's Learning Management System (LMS). Students must achieve a minimum score of 60 on the DLRA. An applicant who does not achieve the required score may be given a second attempt after a minimum 24-hour waiting period. If the applicant is unsuccessful at the second attempt, the waiting period between attempts increases to 14 days. Failure to pass on the third attempt will result in an additional waiting period of 180 days before a final attempt is possible. Failure to achieve the minimum score on the DLRA at that time will result in a one-year waiting period, at which time the testing cycle may begin again.

ADA Compliance

Coastal Career Academy is a private adult education institution; we reserve the right to refuse admission to anyone without cause. This school will offer alternate and accessible arrangements for students with disabilities per the Americans with Disabilities Act (ADA), July 26, 1990, section 309. Students must meet with an administrator privately so that arrangements can be made.

Program Transfer

Transferring between programs offered at Coastal Career Academy is not allowed.

Contracts cannot be altered.

Academic Policies

Coastal Career Academy has the right to cancel a program if enrollment is low. Students will be notified up to 7 days prior to class start dates if a program is rescheduled. If a student does not want to wait for the commencement of the rescheduled program, a deposit of 100% of tuition paid will be returned.

Tuition & Fees

Course / Program	Entrance Requirements	Tuition	Admin. Fee	Additional Expenses (estimated)
Medical Assistant Program — Hybrid 600 clock hours (Certificate)	HS diploma or equivalent, TB test, immunization record, Covid vaccine or exempt form, at least 18 years of age	\$4,800	\$50	Uniforms: \$50/each Immunizations: \$50–200 Books: \$132–\$484 National exam fee: \$150
Medical Office Assistant — Hybrid 400 clock hours (Certificate)	HS diploma or equivalent, TB test, immunization record, Covid vaccine, at least 18 years of age	\$2,400	\$50	Uniforms: \$50/each Immunizations: \$50–200 Books: \$132–\$484 National exam fee: \$150
Nurse Assistant Training / Home Health Aide — Hybrid 100 clock hours (Certificate)	Able to read and write at a 5th grade level, TB test, Covid vaccine or exempt form, at least 16 years of age	\$1,000	\$50	Uniforms: \$50 Immunizations: \$50–200 Book: \$140 State License Test: \$110
Phlebotomy 160 clock hours (Certificate)	HS diploma or equivalent, TB test, immunization record, Covid vaccine or exempt form, at least 18 years of age	\$1,800	\$50	Uniforms: \$50/each Immunizations: \$20–300 Book: \$130 National exam fee: \$150

Course / Program	Entrance Requirements	Tuition	Admin. Fee	Additional Expenses (estimated)
Patient Care Technician — Hybrid 300 clock hours (Certificate)	HS diploma or equivalent, TB test, immunization record, Covid vaccine or exempt form, at least 18 years of age	\$4,200	\$50	Uniform: \$50/each Immunizations: \$50–200 Books: \$220 National exam fee: \$150
Plumbing Apprentice — Tier I–V 110 clock hours (Certificate)	Apprentice card for Tier II–V	\$900	\$20	Massachusetts Code Book: \$199

Calendar 2026

The following holidays are observed:

Holiday	Date
New Year's Day	January 1
Martin Luther King Jr. Day	January 19
Washington's Birthday (Presidents' Day)	February 16
Memorial Day	May 25
Juneteenth National Independence Day	June 19
Independence Day	July 4
Labor Day	September 7
Columbus Day	October 12
Veterans Day	November 11
Thanksgiving Break	November 24–27
Christmas Break	December 22 – January 1

Location and Hours of Operation

Location	187 Plymouth Ave, Fall River, MA 02721
Office Hours	9:00 AM – 3:30 PM
Evening Hours	5:00 PM – 9:00 PM

Instruction Methods

Our main objective is to teach students how to perform in a real-world working environment. Our instructors are professionals who have been in their professional fields for several years. Various methods are utilized for instruction such as lectures, laboratories, case studies, simulations, and individualized methods. Video and audiotapes are both utilized. Assignments, field trips, and guest speakers are also part of our educational process. Our classes are equipped with computers with internet connections.

Program Changes / Policy Guidelines

Coastal Career Academy reserves the right, at its discretion, to make reasonable changes in program content, materials, and equipment, as necessary in the interest of improving our students' educational experience. It also reserves the right to make changes in policy and procedures as circumstances mandate.

Program Measurement

Coastal Career Academy measures its programs in total program hours. Students are required to complete all module hours and requirements to obtain program certification.

Grading Scale Policy

The progress and quality of the student's work is measured by a system of letter grades and percentages. Each program will require at least a grade of 75%. Grading criteria are based on quizzes, homework, tests, a skills check-off list, and a final examination.

%	Grade	Quality	Pts	Credits Earned	Credits Attempted	CGPA	SAP
90–100	A	Superior	4.0	Y	Y	Y	Y
80–89	B	Excellent	3.0	Y	Y	Y	Y
70–79	C	Satisfactory	2.0	Y	Y	Y	Y

%	Grade	Quality	Pts	Credits Earned	Credits Attempted	CGPA	SAP
63–69	D	—	1.0	Y	Y	Y	Y
62 or below	F	Fail	0.0	Y	Y	Y	Y
N/A	I	Incomplete	0.0	N/A	N/A	N/A	N/A
N/A	W	Withdrawn	0.0	Y	Y	N	Y

Satisfactory Academic Progress

The student must show satisfactory progress is being made toward completion of their program. Students will receive a written progress report at the halfway point (50%) of the program, delivered via their student portal or in-person. (230 CMR 15.01(10))

ATTENDANCE POLICY

This attendance policy applies to all students enrolled in our educational programs. Attendance is critical to ensure students meet the required competencies and successfully complete their programs. Completing make-up work will not count toward attendance. The policy is as follows:

Attendance Requirements

- **Nurse Assistant Program:** students are required to attend 100% of the scheduled program hours. Full attendance is mandatory to meet certification and regulatory requirements.
- **All Other Programs:** students must attend at least 90% of the scheduled program hours to successfully complete their courses.

Excusable Absences

Excused absences are limited to the following circumstances and must be accompanied by appropriate documentation:

- Medical Emergencies: doctor's note or hospital documentation.
- Family Emergencies: immediate family illness or death (requires proof such as a death certificate or funeral program).
- Legal Obligations: court appearances, jury duty, or legal requirements (requires official documentation).
- Religious Observances: prior notification required.
- Military Duty: official military orders.
- Severe Weather Conditions: if officially declared by local authorities as unsafe for travel.

All excused absences must be reported within 24 hours of the missed time, along with supporting documentation.

Tardiness / Leaving Early

Tardiness is a disruption to a good learning environment and is discouraged. For satisfactory attendance, a student arriving more than 20 minutes late will be considered tardy. This policy applies to students leaving more than 20 minutes early. If repeated in excess, this may result in disciplinary action including probation, suspension of make-up time, or termination.

Withdrawal from School by Student

If a student withdraws from a program in accordance with the school's withdrawal policy, the school shall:

1. Treat the withdrawal as a termination of the enrollment contract, effective immediately.

2. Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division.
3. Provide the calculation and any refund to the student within 45 days of the effective date of the termination.

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

4. For purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity.
5. Determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the program, whichever is earliest.
6. Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division.
7. Provide the calculation and any refund to the student within 45 days from the date the school determines the effective date of termination under 230 CMR 15.04(8)(b).

Massachusetts Refund Law

8. You may terminate this agreement at any time.
9. If you terminate this agreement within five days you will receive a refund of all monies paid, if you have not commenced the program.
10. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
11. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
12. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
13. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
14. If you terminate this agreement after the initial five-day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract

price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.

15. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
16. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Graduation Requirements

A student is considered to have completed their program if he/she achieves a cumulative grade point of 75 or higher and passes every course/module with a passing score. He/she must complete the training with an attendance rate of 100% of the total hours for the Nurse Aide program and 90% for all other programs. Upon completion, students will receive a certificate confirming all educational and administrative requirements have been successfully met for their program of study.

Student Records

A school is required to keep a record of each student who enrolls in any of the school's courses or programs. The record shall be kept in accordance with the following retention periods:

For at least one year after graduation or separation from the school:

- The results of all examinations and evaluations performed.

For at least seven years after graduation or separation from the school:

- The student's signed enrollment contract, as well as any addendums, extensions, or amendments to that contract.
- All records to support any effective date of termination of an enrollment contract used in a refund calculation under 230 CMR 15.04(7) or (8).
- Copies of progress reports required under 230 CMR 15.01(10).
- Student attendance records, which reflect any leaves of absence (including information about the status of the leave), the date of completion (anticipated and actual), and the date the student received a diploma or certificate.
- Records of any externships.
- Copies of any student complaints and the school's response.
- School disciplinary reports.
- The student's loan documents including any disclosure forms and disbursement.
- Schedules provided to the school by the lender.

For at least 60 years after graduation or separation from the school:

- The student's official grades.
- Records of the form and dates of any payments made by or on behalf of the student.

Student records can be obtained by going to our website www.coastalcareeracademy.com to obtain a request form. Please include your full name at the time of your enrollment on the form.

Dress Code

Students enrolled in the Medical Programs are required to wear medical attire as specified during the enrollment and orientation process. During the training period, students are expected to dress and groom accordingly as expected in their future prospective positions. Employers may visit the facility for guest lectures or interviews, so it is important that students convey a professional image at all times. Students dressed inappropriately may be asked to leave class.

Student Conduct

We encourage all students to conduct themselves in a professional manner, to acquire new skills, and to enhance their chance of success in a new, challenging economy. Our mission is to prepare them to ensure their success. We encourage our students to work and learn from each other and to share their rich, diversified knowledge and wisdom in the school and workplace. At the same time, we believe that Coastal Career Academy can reinforce the professional attitude and behavior that is needed to succeed.

Any student who fails to maintain satisfactory progress or attendance, violates safety regulations, interferes with another student's work by being disruptive or obscene, or appears to be under the influence of alcohol or drugs is subject to immediate termination from school.

Sexual Harassment

Coastal Career Academy is committed to providing an environment that is free from all forms of discrimination. Conduct that can be considered harassing, disruptive, coercive, or any form of sexual harassment is prohibited. Actions, words, comments, or jokes based on an individual's sex, color, national origin, race, age, religion, disability, or sexual orientation will not be tolerated. Any person who becomes aware of harassment or discrimination must immediately advise the director, so it can be investigated in a timely manner. Anyone engaging in harassment or discrimination will be subject to disciplinary action, up to and including termination from school or employment.

Drug Abuse Prevention

The use of drugs or alcohol is strictly forbidden on Coastal Career Academy's premises. We reserve the right to terminate students who violate this policy. Students who need counseling assistance for drug or alcohol dependency should contact the Director. All referrals will be kept confidential. Information on drug abuse prevention is available for all students and employees.

Safety

Safety is the responsibility of everyone. Security cameras are in the facility and hallways entering the school. Coastal Career Academy strives to provide a safe environment for students, employees, and visitors. We require that everyone comply with all safety standards including:

- Smoking in designated outside areas only, outside of the building.
- Food, drink, and containers are restricted to designated break areas.
- Equipment is only used with the instructor's knowledge and supervision.

If you are injured, are aware of injury to another person, or observe a safety hazard, please report this information to your instructor or a Coastal Career Academy employee immediately.

Student Grievance / Complaint Procedure

17. Students are encouraged to verbally express any concerns to members of the faculty and/or administration at all times, for a solution that is mutually acceptable.
18. Students should submit a written complaint within 48 hours after the incident occurs. If the complaint was discussed with an instructor, please include that information with the complaint. All documentation in support of the complaint must be submitted with the report.
19. The School Director (Debra Gomes) will review the complaint and all supporting materials. The School Director will respond to written student complaints in writing within ten days from when the complaint was submitted to the school, with either a determination or notice that the complaint will be heard by a grievance committee.
20. If the School Director determines that a grievance committee should hear the complaint, said committee will be convened within 7 days of the School Director's notice to the complainant. The school will notify all people involved in the incident, or who witnessed the incident, to be present at the grievance committee's hearing. The committee will hear all sides and review all documentation provided with the complaint. The committee will immediately hold a closed-door meeting to discuss, deliberate, and vote on a decision. The committee's decision will be reported at once. If the decision is not acceptable to the student, he/she must send a letter to Debra Gomes at deb@coastalcareer.org indicating why the decision was not acceptable, within 24 hours. All complaints must be resolved within 30 days of their initial report.

STATE AGENCY: *A student may make a complaint at any time to the following state agency — MA: Division of Occupational Licensure, Office of Private Occupational Schools. Email: Occupational.schools@mass.gov. Telephone: (617) 701-8719.*

Patient Confidentiality

- A patient's condition or personal affairs are not to be discussed with anyone except for hospital employees or medical personnel who require such information to perform their specific functions.
- Every patient has the right to the utmost privacy, which students are expected to respect.
- Students quite often have access to confidential information concerning patient records. Discuss this only with those persons within the facility who need to know such information, and do not discuss it with others.
- Coastal Career Academy is committed to training students to the highest ethical and professional standards. Students may be subject to discipline by Coastal for violating professional standards and legal/regulatory requirements (e.g., violation of HIPAA, abuse/negligence). Coastal Career Academy's response to alleged misconduct may include, but is not limited to, verbal reprimand, written warning, suspension, and termination. Additionally, Coastal Career Academy reserves the right to report this conduct to regulatory authorities and state/local law enforcement.

Counseling and Guidance

Course instructors are available for conferences concerning assignments, tests, course content, etc. It is advisable to make an appointment for a specific time.

Job Placement Services

Coastal Career Academy assists students who successfully complete their program in employment preparation and employment search activities. In this effort, we only provide direction — students are responsible for securing employment. Coastal Career Academy does not guarantee employment to any student. Coastal Career Academy is in contact with many employers and will actively aid in locating suitable employment. Up-to-date job opportunities are obtained and passed along to our students, so they may pursue employment in the field for which they were trained.

Financial Aid Information

Financial assistance for your education may be provided by one of the state's MassHire Career Centers. It is the responsibility of the student to contact the appropriate state organizations for any additional information and eligibility requirements.

21. After April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all monies paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.
22. In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all monies paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K, and (2) actual reasonable costs of non-reusable supplies or equipment where a School reasonably provided the student with the supplies or equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to: (1) programs not subject to division approval, and (2) programs 80 hours or less in duration and \$2,000 in total cost.

Book Refund Policy

Textbooks may be returned if plastic wrapping has not been removed and the book has not been written in.

Class Schedule — 2026

Course	Class	Start Date	End Date
NAT/HHA	1	10/19/2026	11/13/2026
Medical Assistant Program	2	8/31/2026 9/14/2026	2/05/2026 3/12/2026
Medical Office Assistant Program	1	Open entry	—
Patient Care Technician Program	2	10/19/2026 9/09/2026	5/22/2026 12/23/26
Phlebotomy Technician	1	9/14/2026	11/13/2026
Plumbing Apprentice Course	1	9/14/2026 3/15/2027	2/12/2027 7/19/2027

EDUCATIONAL PROGRAMS

Medical Assistant (Hybrid Program)

The 600-hour Hybrid Medical Assistant Program at Coastal Career Academy provides students with a well-rounded education in both clinical and administrative medical assistance. This program combines online learning with hands-on training and includes a 160-hour clinical externship in a medical practice, where students gain real-world experience working alongside healthcare professionals. The curriculum covers essential skills such as patient care, medical office procedures, and laboratory techniques. Upon completion, students are prepared to sit for the national certification exam, positioning them for success in a variety of healthcare settings, including clinics, hospitals, and private practices.

MA Course Numbers & Hour Breakdown

Course	Program Name	Hours
MT101	Medical Terminology	60
AP102	Anatomy & Physiology II	60
MA202	Clinical Medical Procedures	80
EKG210	EKG	40
MA204	Administrative Medical Assistant	80
PHL200	Phlebotomy Basics	80
CP100	Career Preparation	20
TEST Prep.	AMCA Exam Review	20
EX208	Externship	160
	TOTAL	600

Medical Office Assistant (Hybrid Program) — 3 Months

The Medical Office Assistant course helps students understand the technical and interpersonal aspects of administrative assistance. Students learn through a combination of instructor-led classroom activities, online lessons, and assessments.

MA Course Numbers & Hour Breakdown

Course	Program Name	Hours
MT101	Medical Terminology	60
AP102	Anatomy & Physiology II	60
MA204	Administrative Medical Assistant	80
CP100	Career Preparation	20
TEST Prep.	AMCA Exam Review	20
EX208	Externship	160
	TOTAL	400

Nursing Assistant / Home Health Aide Program (Hybrid)

The 100-hour Nurse Aide/Home Health Aide Training Program at Coastal Career Academy is designed to equip students with the essential skills needed to provide high-quality care in both home and long-term care settings. The program includes 24 hours of clinical training in a long-term care facility, offering hands-on experience under professional supervision. Graduates are fully prepared to take the Massachusetts state licensing test for Nurse Aides. Upon completion, students will earn two certifications: Nurse Aide Training and Home Health Aide, opening doors to diverse employment opportunities in the healthcare field.

NOTE: *This course is not under the purview of the Accrediting Commission of Career Schools and Technology.*

Course Name	Course Number	Clock Hours
Nurse Assistant / Home Health	NAT100	100
Total Hours		100

Patient Care Technician — 3 Months

The 300-hour Patient Care Technician (PCT) program at Coastal Career Academy is a comprehensive training course designed to prepare students for a rewarding career in healthcare. This program combines essential skills and knowledge, including Nurse Aide training, Phlebotomy, Electrocardiogram (EKG) techniques, Medical Terminology, and Anatomy. Students will learn to provide compassionate

and competent care to patients, perform vital diagnostic tests, and support medical teams in various healthcare settings. The curriculum emphasizes hands-on training, clinical practice, and foundational medical concepts, equipping graduates with the expertise needed to excel as a Patient Care Technician in hospitals, long-term care facilities, and other medical environments.

Code	Course	Online Hrs	On-Campus Lab/Class	Externship	Clock Hrs
NAT100	Nurse Assistant Training	40	36	24	100
EKG210	EKG	10	30	–	40
PHL200	Phlebotomy Basics	10	30	80	160
	Total	72	84	–	300

Phlebotomy Program

The 160-hour Phlebotomy Program at Coastal Career Academy is designed to provide students with the foundational knowledge and practical skills necessary to excel in the field of phlebotomy. This comprehensive course covers essential topics such as anatomy and physiology, medical terminology, infection control, and venipuncture techniques, with hands-on practice in a clinical lab setting. Upon successful completion of the classroom instruction, students are required to complete an 80-hour externship at an approved healthcare facility, where they gain real-world experience working with patients and healthcare professionals. This program prepares students to pursue certification and embark on a rewarding career in the medical field.

TRAVEL: *Students may be required to drive within a 50-mile radius to obtain a clinical externship.*

Course Name	Course Number	Clock Hours
Phlebotomy Basics	PHL200	80
Phlebotomy Externship	PHL208	80
Total Hours		160

PHL200 — Phlebotomy Basics: Lesson Plan (80 Hours)

REQUIRED TEXT: *Hartman's Complete Guide for the Phlebotomy Technician, 2nd Edition (Hartman Publishing, Inc.). Chapter references and learning objectives below are drawn directly from the textbook.*

The 80-hour didactic portion of PHL200 is delivered as a hybrid mix of self-paced online reading and review, instructor-led classroom lecture, and supervised hands-on laboratory practice. Lessons follow the chapter sequence of the required textbook and precede the separate 80-hour clinical externship (PHL208).

Lesson	Format	Hartman Ch.	Topic	Hrs
1	Online	Ch. 1	Healthcare Settings and the Role of the Phlebotomy Technician	4
2	Online	Ch. 2	Legal and Ethical Issues	4
3	Online	Ch. 3	Communication and Patient Diversity	4
4	Online	Ch. 6	Overview of the Human Body	6
5	Classroom	Ch. 4	Infection Prevention and Control (Theory)	6
6	Classroom	Ch. 5	Safety Measures for Care Team Members and Patients	4
7	Classroom	Ch. 7	The Circulatory System in Depth	6
8	Classroom	Ch. 8	Preparing for Specimen Collection	8
9	Classroom	Ch. 11	Nonblood Specimens (Theory)	4
10	Classroom	Ch. 1–11	Certification Exam Review	4
11	Lab	Ch. 4	Infection Control Skills: Hand Hygiene & PPE	4
12	Lab	Ch. 9	Venipuncture Skills I: Equipment, Site Selection & Routine Draw	8
13	Lab	Ch. 9	Venipuncture Skills II: Alternate Techniques & Special Populations	6
14	Lab	Ch. 10	Capillary (Dermal) Puncture Skills	6
15	Lab	Ch. 11	Nonblood Specimen Collection Skills	2

Lesson	Format	Hartman Ch.	Topic	Hrs
16	Lab	Ch. 1–11	Comprehensive Skills Check-Off / Practicum	4
			Total (Online 18 • Classroom 32 • Lab 30)	80

Lesson Detail

Lesson 1 — Healthcare Settings and the Role of the Phlebotomy Technician — *Online, 4 hrs — Hartman Ch. 1*

Introduces the structure of the healthcare system, common practice settings, and the organization of clinical laboratories. Students learn the phlebotomy technician's scope of practice, workplace policies and procedures, and the role of quality assurance/quality improvement. The lesson closes with certification and continuing-education requirements, professional behavior, grooming standards, time management, and stress management.

Lesson 2 — Legal and Ethical Issues — *Online, 4 hrs — Hartman Ch. 2*

Covers the distinction between law and ethics, HIPAA and patient privacy protections, the Clinical Laboratory Improvement Amendments (CLIA) and laboratory certification, and common legal considerations including negligence, abuse, and informed consent. Concludes with the American Hospital Association's Patient Care Partnership and why patient rights matter to the phlebotomy technician.

Lesson 3 — Communication and Patient Diversity — *Online, 4 hrs — Hartman Ch. 3*

Builds verbal and nonverbal communication skills, identifies common barriers and communication styles, and introduces core medical terminology and abbreviations used in specimen orders and documentation. Students review proper documentation practices and guidelines for communicating with diverse patient populations.

Lesson 4 — Overview of the Human Body — *Online, 6 hrs — Hartman Ch. 6*

A systems-level tour of human anatomy and physiology: key anatomical terminology, and the integumentary, musculoskeletal, nervous, respiratory, urinary, gastrointestinal, endocrine, reproductive, and immune/lymphatic systems. This lesson establishes the foundation for the circulatory-system deep dive in Lesson 7.

Lesson 5 — Infection Prevention and Control (Theory) — *Classroom, 6 hrs — Hartman Ch. 4*

Covers the chain of infection, Standard Precautions, and Transmission-Based Precautions. Students learn to define bloodborne pathogens, identify two major bloodborne diseases, and review OSHA's

Bloodborne Pathogens Standard and the Needlestick Safety and Prevention Act, along with guidelines for handling equipment and specimens and employer/employee responsibilities for infection control. (Hand hygiene and PPE technique are practiced hands-on in Lesson 11.)

Lesson 6 — Safety Measures for Care Team Members and Patients — Classroom, 4 hrs — Hartman Ch. 5

Reviews OSHA's categories of common laboratory hazards, regulations related to safety practice, and the Safety Data Sheet (SDS) system. Students learn safety guidelines for common laboratory hazards and the measures necessary to keep patients safe during specimen collection.

Lesson 7 — The Circulatory System in Depth — Classroom, 6 hrs — Hartman Ch. 7

Detailed study of the circulatory system: heart structure and function, the cardiac conduction system, and blood vessels. Students learn the components of blood, the ABO blood group system and Rh factor, the differing qualities of arterial, venous, and capillary blood, and the basics of hemostasis, coagulation, and related conditions.

Lesson 8 — Preparing for Specimen Collection — Classroom, 8 hrs — Hartman Ch. 8

Introduces venipuncture and capillary puncture specimen types and the importance of avoiding pre-analytical errors. Students learn common blood-collection systems and equipment, additives and the color coding of collection tubes, and the required order of draw. The lesson also covers timing considerations, patient and specimen identification, safe collection preparation, protecting specimen integrity, and setting up a phlebotomy station.

Lesson 9 — Nonblood Specimens (Theory) — Classroom, 4 hrs — Hartman Ch. 11

Surveys the nonblood specimens phlebotomy technicians may be asked to collect, including urine, stool, and swab specimens. Covers types of urine specimens, tests performed on stool, and general guidelines for the collection and handling of other nonblood specimens, ahead of hands-on practice in Lesson 15.

Lesson 10 — Certification Exam Review — Classroom, 4 hrs — Ch. 1–11

Comprehensive review spanning all eleven textbook chapters, using chapter-review questions and a practice certification exam to identify and close knowledge gaps before students move into the lab and externship phases of the program.

Lesson 11 — Infection Control Skills: Hand Hygiene & PPE — Lab, 4 hrs — Hartman Ch. 4

Hands-on skills lab covering hand hygiene technique, donning and doffing an isolation gown, donning a mask and goggles, donning and removing gloves, and donning and doffing a full set of personal protective equipment. Students must demonstrate each procedure to competency before progressing to venipuncture practice.

Lesson 12 — Venipuncture Skills I: Equipment, Site Selection & Routine Draw — Lab, 8 hrs — Hartman Ch. 9

Students practice proper tourniquet application, venipuncture site selection, site cleaning, and needle placement and insertion technique, culminating in performing routine venipuncture with a multisample needle and evacuated tube(s) under direct instructor supervision.

Lesson 13 — Venipuncture Skills II: Alternate Techniques & Special Populations — Lab, 6 hrs — Hartman Ch. 9

Builds on Lesson 12 with performing venipuncture in the hand using a winged (butterfly) collection system, and collecting a blood specimen using a syringe and transfer device. Students also practice adaptations to routine venipuncture for special populations and conditions, and review guidelines for specimen integrity, special collections, and specimen processing and transportation.

Lesson 14 — Capillary (Dermal) Puncture Skills — Lab, 6 hrs — Hartman Ch. 10

Covers site selection and cleaning for capillary puncture, proper skin-puncture technique, and performing routine capillary puncture by finger stick and by heel stick. Students also review guidelines for capillary specimen integrity, special capillary collections, and point-of-care testing on capillary blood.

Lesson 15 — Nonblood Specimen Collection Skills — Lab, 2 hrs — Hartman Ch. 11

Hands-on practice collecting a clean-catch (midstream) urine specimen, testing urine with reagent strips, and collecting a specimen using a swab, reinforcing the theory covered in Lesson 9.

Lesson 16 — Comprehensive Skills Check-Off / Practicum — Lab, 4 hrs — Ch. 1–11

Summative, instructor-evaluated competency assessment covering hand hygiene and PPE, routine and alternate venipuncture technique, capillary puncture, and nonblood specimen collection. Successful check-off is required before a student may begin the PHL208 clinical externship.

Plumbing Apprenticeship — Tier IV Massachusetts — 110 Hours

The Plumbing Apprenticeship courses are designed to teach classroom instruction/theory and do not include any hands-on training.

NOTE: *You must have a State Apprenticeship card if you are enrolled in Tier II–IV. The Plumbing Apprenticeship courses are designed to teach classroom theory and do not include hands-on training.*

The course starts in September and March. Evenings: Mondays and Wednesdays, 6:00–9:00 PM.

The Plumbing Apprentice offering is a supplemental classroom/theory component of a state regulated Apprenticeship pathway. Not a standalone program intended to qualify a student for independent employment as a plumber. CCA considers this offering separate from the process of institutional accreditation of occupational programs.

COURSE DESCRIPTIONS

MT101 — Medical Terminology (60 Clock Hours)

This course introduces students to the language of medicine and healthcare. Students learn medical prefixes, suffixes, root words, abbreviations, symbols, and terminology related to the body's systems and common diseases. Emphasis is placed on proper spelling, pronunciation, interpretation, and application of medical terminology used in clinical and administrative healthcare settings. Upon completion, students will be able to communicate effectively using appropriate medical language.

AP102 — Anatomy & Physiology (60 Clock Hours)

This course provides an introduction to the structure and function of the human body. Students study the major body systems, including the integumentary, skeletal, muscular, nervous, endocrine, cardiovascular, respiratory, digestive, urinary, reproductive, and immune systems. The relationship between normal anatomy, physiology, and common disease processes is emphasized to prepare students for clinical practice as medical assistants.

MA202 — Clinical Medical Procedures (80 Clock Hours)

This course prepares students to perform the clinical responsibilities of an entry-level medical assistant. Students develop competency in obtaining vital signs, patient assessment, infection prevention and control, aseptic technique, medication administration, specimen collection, assisting with physical examinations and minor surgical procedures, documentation, laboratory testing, patient education, and emergency response. Classroom instruction is reinforced through hands-on laboratory practice using current healthcare standards and professional guidelines.

MA204 — Administrative Medical Procedures (80 Clock Hours)

This course prepares students to perform the administrative functions of a medical office. Students learn appointment scheduling, patient registration, electronic health records (EHR), medical documentation, HIPAA compliance, insurance verification, coding and billing fundamentals, financial recordkeeping, telephone communication, customer service, office management, and professional communication. Emphasis is placed on accuracy, confidentiality, organization, and effective interaction with patients and healthcare providers.

PHL200 — Phlebotomy Basics (80 Clock Hours)

This course introduces students to the theory and practice of phlebotomy. Students learn venipuncture and capillary collection techniques, specimen handling and processing, infection prevention, safety procedures, quality assurance, patient identification, anatomy of the circulatory system, and legal and ethical responsibilities. Students perform blood collection procedures in a supervised laboratory environment while developing the technical skills and professionalism expected in healthcare settings.

EKG210 — Electrocardiography (EKG) (40 Clock Hours)

This course prepares students to perform electrocardiograms in ambulatory and clinical healthcare settings. Students study the anatomy and physiology of the heart, cardiac electrical conduction, patient preparation, electrode placement, acquisition of 12-lead EKGs, rhythm recognition, artifact identification, equipment operation, documentation, and patient safety. Hands-on laboratory instruction provides students with the practical skills necessary to perform quality EKG tracings and assist healthcare providers in cardiac assessment.

CP100 — Career Preparation (20 Clock Hours)

This course prepares students for successful entry into the healthcare workforce. Topics include professionalism, ethics, effective communication, resume and cover letter development, interview preparation, job search strategies, workplace expectations, teamwork, conflict resolution, time management, customer service, and career advancement. Students also review employability skills, professional conduct, and strategies for lifelong learning to support long-term success as medical assistants.

EX104 — Externship

This supervised externship provides students with hands-on experience in a clinical healthcare setting such as a physician's office, medical laboratory, or hospital. Students apply the clinical skills learned in the program while working under the supervision of qualified healthcare professionals. Emphasis is placed on patient care, safety, professionalism, accuracy, and workplace readiness. Successful completion of the externship is required for program completion.

NAT100 — Nurse Assistant Training

The Nurse Assistant course prepares students with the essential knowledge and hands-on skills needed to provide safe, compassionate, and effective patient care in healthcare and home-based settings. Instruction includes basic nursing assistant skills, personal care and hygiene, vital signs, infection control, nutrition, patient mobility, safety, communication, and recognition of mental health and social service needs, along with basic restorative care and resident rights. The course also includes Home Health Aide (HHA) training, preparing graduates to support patients in their homes, assisted living, and long-term care environments, with employment opportunities in hospitals, nursing homes, home healthcare agencies, domiciliary care programs, and residential care facilities.

EMERGENCY PREPAREDNESS PLAN

1. Purpose and Scope

This Emergency Preparedness Plan (EPP) ensures Coastal Career Academy (CCA) maintains a safe environment for students, faculty, staff, and visitors. It outlines standardized procedures for identifying, responding to, and recovering from emergency incidents that may disrupt normal operations.

The plan applies to all campus facilities, satellite training locations, and any off-site school-sponsored activities.

2. Emergency Scenario Identification and Action Plans

CCA identifies and prepares for the following potential emergencies, with scalable action plans:

a. Weather-Based Events (e.g., hurricanes, tornadoes, flooding)

Preparedness: Monitor National Weather Service alerts; maintain emergency supplies and backup power.

Response: Shelter-in-place for tornado warnings; evacuate for hurricane or flood risks; secure equipment and data.

Recovery: Assess building damage, restore essential services, and communicate reopening timeline to stakeholders.

b. Fire and Incendiary-Based Events

Preparedness: Maintain fire extinguishers, clear evacuation routes, and post maps; conduct quarterly fire drills.

Response: Pull nearest alarm, evacuate immediately, close doors, and assemble at designated outdoor muster points.

Recovery: Coordinate with local fire authorities; investigate cause; resume operations when cleared.

c. Water-Based Events (e.g., flooding, burst pipes)

Preparedness: Regular plumbing inspections and water shutoff training.

Response: Evacuate affected areas; notify facilities management; shut off water sources.

Recovery: Dry and sanitize affected areas; document damages for insurance.

d. Campus Safety Threats (e.g., suspicious persons, intruders, violence)

Preparedness: Secure entry points; maintain visitor sign-in policies; utilize surveillance systems.

Response: Initiate lockdown; notify authorities via 911; communicate “shelter in place” orders through the internal alert system.

Recovery: Conduct debrief; provide counseling; evaluate security improvements.

e. Medical Emergencies

Preparedness: Train staff in CPR/AED; maintain medical kits and Automated External Defibrillators (AEDs).

Response: Call 911; provide first aid within training scope; clear area for emergency responders.

Recovery: File an incident report and support affected individuals.

f. Cybersecurity Events

Preparedness: Enforce two-factor authentication, data backups, and staff training.

Response: Isolate affected systems; notify IT security team; change passwords and investigate breaches.

Recovery: Restore system functionality from backups; enhance monitoring protocols.

3. Evacuation and Lockdown Procedures

Evacuation Procedures

23. Upon alarm or directive, exit calmly using the nearest safe route.
24. Faculty assist students to designated assembly zones.
25. Account for all individuals using class rosters or attendance lists.
26. Do not re-enter until cleared by emergency officials.

Lockdown Procedures

27. Lock doors, turn off lights, silence electronics, and move away from windows.
28. Place a barrier between occupants and entryways if possible.
29. Remain silent and await “ALL CLEAR” from law enforcement or administration.

4. Communication Protocols

During an Incident

- Activate mass notification channels (SMS alert, email, PA system).
- Incident Commander (appointed administrator) coordinates communication.

- Provide timely, factual updates to students and staff.

Following an Incident

- Disseminate official summary and safety guidance.
- Notify families, accrediting agencies, and local authorities as appropriate.
- Maintain media communication through a designated Public Information Officer (PIO).

5. Orientation for Students

- All new students receive emergency preparedness orientation during admissions.
- Orientation includes building maps, evacuation routes, lockdown procedures, and basic first aid awareness.
- Annual refreshers and posted signage reinforce procedures.

6. Regular Training for Staff and Faculty

- **Frequency:** Conduct formal emergency training sessions twice annually.
- **Content:** Covers scenario-based drills, use of fire extinguishers, first aid/AED review, cybersecurity awareness, and protocol updates.
- **Leadership Training:** Department heads serve as Emergency Leads during crises.

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