COASTAL
CAREER ACADEMY

SCHOOL CATALOG
2026 – 2027

Effective November 1, 2026

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INTRODUCTION

Mission Statement [4]

Coastal Career Academy is dedicated to providing quality, affordable, and accessible education to students who want to build successful careers. Through hands-on training, experienced instructors, and supportive learning environments, the academy prepares students with the knowledge, skills, and confidence needed to enter the workforce and make a positive difference in their communities, especially in healthcare.

History [5]

Coastal Career Academy was founded by Debra Gomes, R.N., in 1999. The Coastal Career Academy as it exists today began with 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 by opening a school in New Bedford, MA. After assessing the region's needs and experiencing 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 21st-century workforce is part of a global society and is constantly evolving to meet its needs. Career education and training must also continue to evolve. Coastal Career Academy is committed to excellence in education, providing students with a rigorous curriculum taught by leaders in education, industry, and job placement organizations.

Guidance and Support

For a student to flourish in the classroom and in the workplace, they must receive proper guidance and support. No single path leads to career success. Coastal Career Academy staff is committed to helping students navigate their own path to a better career and future. CCA is dedicated to this mission during and after students' training, as they begin their quest for gainful employment.

Social Responsibility

Coastal Career Academy remains an elite educational institution in the best interests of the workforce and society. By providing our students with employable skills and training. Coastal Career Academy fulfills a social obligation and strengthens its relationship with the community. We encourage community service during students' enrollment.

Physical Description of School [7, 43]

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

The facilities include classrooms, laboratories, computer laboratories, and a library resource center. Classrooms and laboratories feature 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 and phlebotomy training room are equipped with a centrifuge, EKG machines, point-of-care testing equipment, scales, and procedure equipment for phlebotomy and patient care practice. The campus includes a visitor reception area, admissions, academic offices, career services, and administrative offices.

Licensure, Program Approvals, and Accreditation Status [6, 42]

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 recognized by the U.S. Department of Education.

Student's Right to Cancel [20]

Students who have signed a new Enrollment Agreement have the right to cancel the 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 before enrollment may withdraw without penalty within seven business days after either the regularly scheduled orientation procedures or a tour of the school facilities and an inspection of the equipment where training and services are provided.

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

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

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

Student / Instructor / Class Ratio [8]

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

ADMISSION POLICIES AND PROCEDURES

Admission Requirements [9, 10, 27]

All programs at this school are open to anyone with a high school diploma or equivalent. The exception is the Nurse Aide Training program, which does not require a high school diploma or equivalent. We consider all applicants without regard to race, color, national origin, sex, age, disability, religion, or sexual orientation.

- **Nurse Aide 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 include Hepatitis B vaccine, MMR (Measles, Mumps & Rubella), and Varicella. COVID vaccine or an exemption waiver; at least 18 years of age.
- **Plumbing Apprentice:** Students enrolling in Tiers II–V must submit a copy of their state apprentice card.

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

The DLRA helps the school and student determine whether the student can successfully take courses in an online or digital environment. Although not all programs at the school are offered 100% online, students must access and understand the school's Learning Management System (LMS). Students must score at least 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 on the second attempt, the waiting period between attempts increases to 14 days. Failure to pass on the third attempt will result in an additional 180-day waiting period before a final attempt is possible. If you do not achieve the minimum score on the DLRA at that time, you will face a one-year waiting period, after which 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 alternative and accessible arrangements for students with disabilities in accordance with the Americans with Disabilities Act (ADA), July 26, 1990, section 309. Students must meet privately with an administrator to arrange accommodations.

Program Transfer [37]

Students may not transfer between programs at Coastal Career Academy.

Contracts cannot be altered.

Academic Policies

Coastal Career Academy may cancel a program if enrollment is low. Students will be notified up to 7 days before the class start date if a program is rescheduled. If a student does not want to wait for the rescheduled program to begin, the academy will return a deposit equal to 100% of tuition paid.

Tuition & Fees [19, 41]

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 or exempt form, at least 18 years of age	$2,400	$50	Uniforms: $50/each Immunizations: $50–200 Books: $132–$484 National exam fee: $150
Nurse Aide 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 — Tiers I–V 110 clock hours (Certificate)	Apprentice card for Tiers II–V	$900	$20	Massachusetts Code Book: $199

Calendar 2027 [23]

The following holidays are observed:

Holiday	Date
New Year's Day	January 1
Martin Luther King Jr. Day	January 18
Washington's Birthday (Presidents' Day)	February 15
Memorial Day	May 31
Juneteenth National Independence Day	June 19 (observed Friday, June 18)
Independence Day	July 4 (observed Monday, July 5)
Labor Day	September 6
Columbus Day	October 11
Veterans Day	November 11
Thanksgiving Break	November 23–26
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 with several years of experience in their fields. We use various instructional methods, such as lectures, laboratories, case studies, simulations, and individualized instruction. 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 to program content, materials, and equipment as needed to improve our students' educational experience. It also reserves the right to change policies and procedures as circumstances require.

Program Measurement [28, 29]

Coastal Career Academy measures its programs by total program hours. Students must complete all module hours and requirements to earn program certification.

Grading Scale Policy [16]

The student's progress and work quality are measured by a system of letter grades and percentages. Each program requires at least a 70% grade. 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
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 [17]

All students must maintain Satisfactory Academic Progress (SAP) to remain enrolled and to graduate. SAP is measured by a qualitative standard (grades) and a quantitative standard (attendance and completion within the maximum time frame).

Evaluation Points

Student progress is formally evaluated at the midpoint (50%) of the scheduled program hours and at the end of the program. Students receive a written progress report at each evaluation, delivered via Google Classroom or in person (230 CMR 15.01(10)).

SAP Standards

- **Grades:** Students must maintain a cumulative average of at least 70% and earn a passing grade of 70% or higher in every course or module.
- **Attendance:** Students in the Nurse Aide Training program must attend 100% of scheduled hours. Students in all other programs must attend at least 90% of scheduled hours.
- **Maximum Time Frame:** Students must complete their program within 150% of the published program length, measured in scheduled clock hours. For example, a 600-hour program must be completed within 900 scheduled clock hours. A student who cannot complete the program within the maximum time frame will be withdrawn.

Academic Probation [15]

A student who does not meet SAP standards at the midpoint evaluation will be placed on academic probation and will meet with the School Director to develop a written academic plan. The plan will state what the student must achieve and by what date. A student who meets the terms of the plan returns to good standing. A student who does not meet the plan's terms will be dismissed from the program.

Appeal

A student dismissed for failing to meet SAP may submit a written appeal to the School Director within five (5) business days of notification. The appeal must explain the circumstances that prevented the student from meeting the standards (such as illness, injury, or the death of a family member) and what has changed to enable the student to succeed. The School Director will respond in writing within five (5) business days. The School Director’s decision is final.

Reinstatement

A student whose appeal is approved will be reinstated on academic probation under a written academic plan. To remain enrolled, a reinstated student must meet the plan's terms by the next evaluation point.

Incompletes, Withdrawals, and Repeated Courses [13]

- **Incomplete (I):** An Incomplete may be assigned when a student cannot complete required coursework due to documented circumstances. The work must be completed within fourteen (14) calendar days, or the Incomplete will be changed to an F. An Incomplete is not included in the cumulative average until it is resolved.
- **Withdrawal (W):** Hours for a course from which a student withdraws count toward the maximum time frame but are not included in the cumulative average.
- **Repeated Courses:** A student who fails a course may repeat it once, subject to class availability, and may be charged additional tuition. The higher grade is used in the cumulative average, and all attempted hours count toward the maximum time frame.

ATTENDANCE POLICY [11, 12]

This attendance policy applies to all students enrolled in our educational programs. Attendance is It 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 Aide Training Program:** Students must 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 scheduled program hours to successfully complete their courses.

Excusable Absences

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

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

Report all excused absences within 24 hours of the missed time, along with supporting documentation.

Tardiness / Leaving Early

Tardiness disrupts a good learning environment and is discouraged. For satisfactory attendance, a student arriving more than 20 minutes late will be considered tardy. This policy also applies to students leaving more than 20 minutes early. Repeated violations 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 do the following:

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 termination's effective date.

If a student stops attending school without withdrawing in accordance with the school's withdrawal policy, the school shall:

1. For any payments due from the student or any 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 the last participation in an instructional activity.
2. Determine the effective date of termination within 30 days after the end of the period of enrollment, the term, or the program, whichever is earliest.
3. Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division.
4. Provide the calculation and any refund to the student within 45 days of the date the school determines the effective date of termination under 230 CMR 15.04(8)(b).

Massachusetts Refund Law [20]

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days and have not commenced the program, you will receive a refund of all monies paid.
3. If you terminate this agreement before the program commences, you will receive a refund of all monies paid, less the actual, reasonable administrative costs described in paragraph 7.
4. 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.
5. If you terminate this agreement during the program's second quarter, you will receive a refund of at least fifty percent of the tuition, less the actual, reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the program's third quarter, you will receive a refund of at least twenty-five percent of the tuition, less the actual, reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five-day period, you will be responsible for the school's actual, reasonable administrative costs incurred to enroll you and process your application, which 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.
8. If you wish to terminate this agreement, you must notify the school in writing, and the termination will become effective on the day such notice is mailed.

9. The school is not obligated to issue any refund if you terminate this agreement during the program's fourth quarter.

Graduation Requirements [18, 35, 36]

A student is considered to have completed their program if they achieve a cumulative grade point average of 70 or higher and pass every course or module. They must complete the training with 100% attendance for the Nurse Aide Training program and 90% for all other programs. Upon completion, students will receive a certificate confirming that they met all educational and administrative requirements for their program of study.

Student Records

A school must maintain a record of each student who enrolls in any of the school's courses or programs. The record must be retained 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.

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

- The student's signed enrollment contract, and any addenda, extensions, or amendments to that contract.
- All records supporting 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 by 230 CMR 15.01(10).
- Student attendance records, which reflect any leaves of absence (including the status of the leave), the anticipated and actual dates of completion, 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 the lender provides to the school.

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 the student or on the student's behalf.

You can obtain student records by visiting our website, www.coastalcareeracademy.com, to download a request form. Please include your full name on the form at the time of your enrollment.

Dress Code

Students enrolled in the Medical Programs must wear medical attire as specified during enrollment and orientation. During the training period, students are expected to dress and groom as they would in their prospective positions. Employers may visit the facility for guest lectures or interviews, so students must present a professional image at all times. Students dressed inappropriately may be asked to leave class.

Student Conduct [14]

We encourage all students to conduct themselves professionally, to acquire new skills, and to enhance their chances of success in a new, challenging economy. Our mission is to prepare them for success. We encourage our students to work and learn from one another and to share their rich, diverse 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 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 the school.

Sexual Harassment

Coastal Career Academy is committed to providing an environment free from all forms of discrimination. Conduct that is harassing, disruptive, coercive, or constitutes 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 notify the director so it can be investigated promptly. 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 prohibited on Coastal Career Academy's premises. We reserve the right to terminate students who violate this policy. Students who need counseling for drug or alcohol dependency should contact the Director. All referrals will be kept confidential. Information on drug abuse prevention is available to all students and employees.

Safety

Safety is everyone's responsibility. Security cameras are installed throughout the facility and in the hallways leading into 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 is permitted only in designated outdoor areas outside the building.
- Food, drink, and containers are limited to designated break areas.
- Use equipment only with the instructor's knowledge and supervision.

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

Student Grievance / Complaint Procedure [25]

1. Students are encouraged to verbally express any concerns to faculty and/or administration at all times to seek a mutually acceptable solution.
2. Students should submit a written complaint within 48 hours of the incident. If you discussed the complaint with an instructor, include that information in the complaint. Submit all documentation supporting the complaint with the report.
3. The School Director (Debra Gomes) will review the complaint and all supporting materials. The School Director will respond to written student complaints within ten days of submission to the school, either with a determination or a notice that the complaint will be heard by a grievance committee.
4. If the School Director determines that a grievance committee should hear the complaint, the 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, as well as any witnesses, to attend 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 will report its decision immediately. If the student does not accept the decision, the student must send a letter to Debra Gomes at coastalcareeracademy@gmail.com explaining 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 Licensure, Office of Private Occupational School Education. Email: Occupational.schools@mass.gov. Telephone: (617) 701-8719.*

Patient Confidentiality

- Do not discuss a patient's condition or personal affairs with anyone except hospital employees or medical personnel who need the information to perform their duties.
- Every patient has the right to the utmost privacy, and students are expected to respect it.
- Students often have access to confidential patient records. Discuss this information only with those within the facility who need to know it, and do not discuss it with others.
- Coastal Career Academy is committed to training students to the highest ethical and professional standards. Coastal may discipline students for violating professional standards and legal or

regulatory requirements (e.g., HIPAA violations, abuse, or 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 or local law enforcement.

Counseling and Guidance [22]

Course instructors are available for conferences regarding assignments, tests, course content, and related topics. Schedule an appointment for a specific time.

Job Placement Services [21]

Coastal Career Academy assists students who successfully complete their program with employment preparation and job search activities. In this effort, we provide guidance only —students are responsible for securing employment. Coastal Career Academy does not guarantee employment to any student. Coastal Career Academy maintains contact with many employers and will actively help locate suitable employment. We obtain and share up-to-date job opportunities with our students so they can pursue employment in the field for which they were trained.

Financial Aid Information [20]

Financial assistance for your education may be available through one of the state's MassHire Career Centers. Students are responsible for contacting the appropriate state organizations for additional information and eligibility requirements.

1. After April 1, 2017, if a School allows a student to begin participation in a Program while an initial financial aid award, including student loans, is pending, and the student is subsequently denied some or all of that student loan or financial aid amount, the School shall, in writing, offer that student 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.
2. 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 the plastic wrapping has not been removed and the book has not been written in.

Class Schedule — 2027 [23, 30]

Course	Class	Start Date	End Date
NAT/HHA	1	1/11/2027	2/05/2027
Medical Assistant Program	1	1/11/2027	6/17/2027
Medical Office Assistant Program	1	1/11/2027	4/08/2027
Patient Care Technician Program	1	1/11/2027	4/08/2027
Phlebotomy Technician	1	1/11/2027	3/12/2027
Plumbing Apprentice Course	1	3/08/2027	7/19/2027

Hybrid Class Format

The Medical Assistant, Medical Office Assistant, Patient Care Technician, and Nurse Aide Training programs are delivered in a hybrid format that combines on-campus instruction with asynchronous online learning. Classes are scheduled Monday through Thursday, either during the day or in the evening, depending on the program and start date. Each week, students attend on-campus lecture and skills lab two days and complete assigned coursework online the other two days. Students receive their specific class schedule at enrollment.

Google Classroom, the school's Learning Management System (LMS), delivers online coursework. Students may reach their instructors in three ways: by posting in the Google Classroom Stream, by emailing their instructor through Google Classroom, or by calling the school at (508) 536-5366.

Technology Requirements: Students may use the CCA computer lab, which provides computers and internet access, to complete online coursework. Students who complete the online portion from home must have a working computer or tablet (a Windows or Mac laptop or desktop is recommended), reliable high-speed internet, a working email account, a microphone and speakers or headphones, a webcam when required for virtual instruction or assessments, and the ability to download, open, and submit PDF documents. All students must be able to access Google Classroom for course materials, assignments, and announcements.

The Plumbing Apprentice course begins on March 8, 2027, and meets Monday and Wednesday evenings from 6:00 PM to 9:00 PM, totaling 110 clock hours.

EDUCATIONAL PROGRAMS [26, 31, 32, 34, 35, 36]

Medical Assistant (Hybrid Program)

The 600-hour Hybrid Medical Assistant Program at Coastal Career Academy offers a well-rounded education in 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 alongside healthcare professionals. The curriculum covers essential skills, including patient care, medical office procedures, and laboratory techniques. Upon completion, students are prepared to sit for the national certification exam and are positioned 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	60
MA202	Clinical Medical Procedures	80
EKG210	EKG	40
MA204	Administrative Medical Procedures	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 instructor-led classroom activities, online lessons, and assessments.

MA Course Numbers & Hour Breakdown

Course	Program Name	Hours
MT101	Medical Terminology	60
AP102	Anatomy & Physiology	60
MA204	Administrative Medical Procedures	80

Course	Program Name	Hours
CP100	Career Preparation	20
TEST Prep.	AMCA Exam Review	20
EX208	Externship	160
	TOTAL	**400**

Nurse Aide Training / Home Health Aide Program (Hybrid)

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

Course Name	Course Number	Clock Hours
Nurse Aide Training / Home Health Aide	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 program 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, competent care, perform vital diagnostic tests, and support medical teams across various healthcare settings. The curriculum emphasizes hands-on training, clinical practice, and foundational medical concepts, equipping graduates with the expertise needed to excel as Patient Care Technicians in hospitals, long-term care facilities, and other medical environments.

Code	Course	Online Hrs	On-Campus Lab/Class	Externship	Clock Hrs
NAT100	Nurse Aide Training	40	36	24	100
EKG210	EKG	10	30	–	40
PHL200	Phlebotomy Basics	18	62	80	160
	Total	**68**	**128**	**104**	**300**

Phlebotomy Program

The 160-hour Phlebotomy Program at Coastal Career Academy provides students with the foundational knowledge and practical skills needed to excel in 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. After completing classroom instruction, students must 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 of self-paced online reading and review, instructor-led classroom lectures, and supervised hands-on laboratory practice. Lessons follow the required textbook's chapter sequence 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

Lesson	Format	Hartman Ch.	Topic	Hrs
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
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 healthcare system's structure, 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 and 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 an explanation of 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 overview of human anatomy and physiology: key anatomical terminology and the integumentary, musculoskeletal, nervous, respiratory, urinary, gastrointestinal, endocrine, reproductive, and immune/lymphatic systems. This lesson lays 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 for employer and employee responsibilities in infection control. (Hand hygiene and PPE techniques 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, safety regulations, 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 the Rh factor, the characteristics 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 about 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 nonblood specimens that phlebotomy technicians may be asked to collect, including urine, stool, and swab specimens. Covers types of urine specimens, tests performed on stool specimens, 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*

A comprehensive review spanning all eleven textbook chapters, using chapter-review questions and a practice certification exam to identify and close knowledge gaps before students enter 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 techniques, 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 by performing hand venipuncture with a winged (butterfly) collection system and collecting a blood specimen using a syringe and transfer device. Students also practice adapting 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 routine capillary puncture by finger stick and heel stick. Students also review guidelines for capillary specimen integrity, special capillary collections, and point-of-care testing using capillary blood.

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

Hands-on practice in 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 techniques, capillary puncture, and nonblood specimen collection. A successful check-off is required before a student may begin the PHL208 clinical externship.

Plumbing Apprentice — Massachusetts Tiers I–V — 110 Hours [44, 45]

The Plumbing Apprentice courses are designed to provide classroom instruction and theory and do not include any hands-on training.

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

The course begins on March 8, 2027, and meets Monday and Wednesday evenings from 6:00 PM to 9:00 PM.

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

COURSE DESCRIPTIONS [29, 33]

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 for the body's systems and common diseases. Emphasis is placed on correct spelling, pronunciation, interpretation, and application of medical terminology 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 introduces 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 course emphasizes the relationship between normal anatomy and physiology and common disease processes 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 vital signs measurement, 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 aligned with current healthcare standards and professional guidelines.

MA204 — Administrative Medical Procedures (80 Clock Hours)

This course prepares students to perform administrative functions in 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. The course emphasizes accuracy, confidentiality, organization, and effective communication 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, circulatory system anatomy, 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 heart's anatomy and physiology, 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 needed to produce high-quality EKG tracings and to 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 lifelong learning strategies to support long-term success as medical assistants.

EX208 — Externship

This supervised externship offers students 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 under the supervision of qualified healthcare professionals. The program emphasizes patient care, safety, professionalism, accuracy, and workplace readiness. Successful completion of the externship is required to complete the program.

NAT100 — Nurse Aide Training

The Nurse Aide Training course prepares students with the essential knowledge and hands-on skills to provide safe, compassionate, and effective patient care in healthcare and home-based settings. Instruction covers basic nurse aide 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 [24]

1. Purpose and Scope

This Emergency Preparedness Plan (EPP) ensures that 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 emergencies 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 through scalable action plans:

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

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

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

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

b. Fire and Incendiary-Based Events

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

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

Recovery: Coordinate with local fire authorities; investigate the 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; and shut off water sources.

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

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

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

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

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

e. Medical Emergencies

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

Response: Call 911; provide first aid within training scope; clear the 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 the IT security team; change passwords and investigate breaches.

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

3. Evacuation and Lockdown Procedures

Evacuation Procedures

1. Upon an alarm or directive, exit calmly via the nearest safe route.
2. Faculty assist students in reaching designated assembly zones.
3. Account for all individuals using class rosters or attendance records.
4. Do not re-enter until emergency officials clear the area.

Lockdown Procedures

1. Lock doors, turn off lights, silence electronics, and stay away from windows.
2. Place a barrier between occupants and entryways, if possible.
3. Remain silent and await "ALL CLEAR" from law enforcement or administration.

4. Communication Protocols

During an Incident

- Activate mass notification channels (SMS alerts, email, PA system).
- The 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 communications through a designated Public Information Officer (PIO).

5. Orientation for Students

- All new students receive an emergency preparedness orientation during admissions.
- Orientation covers 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 a year.
- **Content:** Covers scenario-based drills, fire extinguisher use, first aid/AED review, cybersecurity awareness, and protocol updates.
- **Leadership Training:** Department heads serve as Emergency Leads in crises.

FACULTY AND ADMINISTRATION

The following faculty and administrative staff are current as of November 1, 2026.

Name	Credentials	Position
Debra L. Gomes	RN	Owner / School Director
Nancy Pimentel	RN	Instructor
Carolyn Greany	LPN	Nurse Aide Training (CNA) Instructor
Ashley DiBiase	CMA	Instructor
Kassandra Dealmeida	CMA	Instructor
Scott Thebieu	Master Plumber	Plumbing Apprentice Instructor

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