



MANITOBA INSTITUTE OF
TRADES & TECHNOLOGY



Medical Office Assistant

Program Guidebook

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About MITT

MITT is a post-secondary institute offering industry-driven, student-focused education in the areas of applied business, design and manufacturing technologies, health care, human services, information and communication technology, and skilled trades. We provide affordable, timely, skills-based education for learners seeking career entry and those looking to acquire relevant, in-demand competencies at any point in life.

Mission

To be an education provider of choice in Manitoba, a catalyst of success for students and industry, and a nimble innovator, driving Manitoba's economic future.

Vision

To support Manitoba's economic, social, and technological progress through industry driven and student focused education that advances learners of all backgrounds and identities.

Values

Student Focused: Encouraging the personal and professional growth of individuals and their pathways to employment in a student-centred environment.

Academic Excellence and Innovation: Striving for excellence and high standards in technical education, and encouraging innovation, creativity, and entrepreneurship.

Respect and Inclusion: Embracing diversity by providing our students, staff, and partners with an inclusive, safe, and respectful environment.

Employee–Centred: Valuing, respecting, and investing in our faculty and employees.

Effective Management: Ensuring fiscal responsibility, accountability, and corporate social responsibility.

Partnerships: Building partnerships with families, communities, industry, business, government, and other educational institutions.

Industry Driven: Reaching out and responding to industry and the needs of the labour market with flexibility.

Land Acknowledgement

MITT is situated on Treaty 1 land and the traditional territories of the Anishinaabe, Cree, Anisininew, Dakota, and Dene peoples and the homeland of the Red River Métis. We honour the sacredness of these lands and waters and dedicate ourselves to reconciliation and partnership today and in the future.

Introduction

Purpose of this Guidebook

This guidebook was designed to help you navigate your studies in the Medical Office Assistant Program and support your academic success. It includes program-specific information such as graduation requirements, progression requirements, and course-eligibility requirements.

Welcome Message from the Dean

On behalf of faculty and staff, I am excited to extend a warm welcome as you start your journey here at MITT. As the Dean, Health, Hospitality, Human Services and Post-Graduate Studies, it is my privilege to welcome you into our learning community.

As you attend our campuses, you will become part of a diverse and vibrant community of individuals that are passionate about learning, personal development, and making a positive impact in Manitoba. We strive to create an environment that fosters academic excellence, personal growth, and the exploration of innovative ideas.

I hope your time at MITT is one of immense growth, memorable experiences, and the beginning of lifelong connections. Thank you for choosing the Manitoba Institute of Trades and Technology and I wish you all a successful and fulfilling academic year.

Sincerely,

Curtis Aab

Dean, Health, Hospitality, Human Services and Post-Graduate Studies

Program Team

The Medical Office Assistant program team consists of:

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Program Overview

Medical Office Assistant is a 10-month accredited certificate program. It provides the knowledge and skills necessary to provide administrative support to medical professionals in hospitals, physicians, and specialists' offices, as well as any health authority in Manitoba.

The accreditation of MITT's Medical Office Assistant program through the Canadian Health Information Management Association (CHIMA) is integral for the program's commitment to excellence in medical office administration information and in collaboration with health information management. By engaging with CHIMA, our program aligns itself with a standard of excellence that prepares graduates to excel in the dynamic field of medical office administration as well as opening roles within the Health Information-Certified Associates designation.

Aspiring MITT Medical Office Assistants students gain access to invaluable resources, networking opportunities, and educational support that contribute to their development as skilled healthcare professionals. Through this accreditation process, the program not only fosters the development of skilled healthcare professionals but also emphasizes the significance of maintaining high standards ultimately contributing to the program's reputation for producing proficient and knowledgeable graduates.

The accreditation body website is [CHIMA – The Canadian Health Information Management Association \(echima.ca\)](https://echima.ca)

Program Delivery

This program will be of a hybrid nature (on-line and in-class). Please refer to your course schedule for more detailed information.

Please note: Classes are subject to change and can be held at other campuses or locations. Students will be notified in advance of room and/or campus changes

Courses

There are 14 courses in the Medical Office Assistant program. Students also complete either a work practicum or a healthcare capstone project. Refer to [Table 1: Courses](#) for more information.

Credential

Upon successful completion of this program, MITT awards the Medical Office Assistant Certificate.

Course Outlines

Course Outlines provide essential information for academic success, including:

- Course descriptions
- Prerequisites
- Learning outcomes
- Course topics
- Student evaluation details

Students should:

- Read all Course Outlines to understand individual course requirements.
- Seek clarification from instructors at the beginning of a course if needed.
- Retain electronic copies of Course Outlines for future academic and professional use.

Course Prerequisites

What is a course prerequisite?

A prerequisite is a type of course eligibility requirement that a student must successfully complete before being eligible to take a specified related course. For example, suppose that Intermediate Math (MATH-200) has a course prerequisite of Basic Math (MATH-100). This means that a student must successfully complete MATH-100 before they are eligible to take MATH-200.

What happens if a student does not meet a prerequisite?

If a student does not meet a prerequisite, they will not be eligible to proceed into the associated course. Not meeting a prerequisite may result in a gap in studies and additional tuition costs.

Table 1: Courses

This table presents the courses in the Medical Office Assistant program.

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation
RH-240	Anatomy, Physiology & Medical Terminology I	This is the first of a two-part series of courses. This course reviews the basics of building medical words, anatomy and physiology of the various body systems and medical abbreviations. The course also explores common disease conditions of the body and some associated pharmacological interventions.	n/a	B (70%)
MOA-205	Introduction to the Healthcare Environment	This course explores the many roles and responsibilities the Medical Office Assistant may provide in health care. Topics include the role of the Medical Office Assistant; health beliefs and behaviours; cultural and language sensitivities; and the Canadian health care system, including the roles of Manitoba Health and the WRHA.	n/a	C (60%)
MOA-200	Keyboarding Workshop	The Keyboarding Workshop will introduce students to the basics of keyboarding for speed and accuracy. This will include learning proper keyboarding body mechanics, learning to utilize the QWERTY keyboard with home row control and attain a graduating speed of 45 words per minute.	n/a	P (Pass)
MOA-210	Microsoft Office I	Microsoft Office I teaches document formatting using the commands of Microsoft® Word 2016. Students will develop the business and computer skills to support professionals in today's market. Students will also learn the basics of Word 2016 by creating, saving, editing, formatting, and merging letters, tables, and documents.	n/a	C (60%)

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation
MOA-215	Medico-Legal Issues	This course presents students with the ethical and legal issues of health care. Topics include: ethical decision making in health care; maintaining patient confidentiality; charting guidelines, consent procedures; advanced directives; and patient's rights. Personal Health Information Act (PHIA) certification is also included.	MOA-205	C (60%)
RH-250	Anatomy, Physiology & Medical Terminology II	This course will build on the content of Anatomy, Physiology, and Medical Terminology I and will explore the remaining body systems. This exploration includes common diseases, conditions, and some associated pharmacological interventions.	RH-240	B (70%)
MOA-220	Human Relations	This course introduces students to the impact of individual beliefs, age, gender, and culture on health behaviour. It also will also explore how students can enhance their interpersonal communication, critical thinking, problem solving, and conflict resolution skills for success in the healthcare field.	n/a	C (60%)

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation
MOA-225	Microsoft Office II	Using PowerPoint presentation software, students apply appropriate design concepts to present information in a colorful and well-organized format. Students will learn how to apply various attributes and include objects to create, modify, save, and deliver presentations. Using MS Excel, students learn how to design, create, modify, and present professional-looking spreadsheets for use in today's workplace. Students will use formulas and built-in functions to solve mathematical problems, perform calculations, and filter and format data. By the end of the course, students will have the skills to illustrate and present spreadsheet data in graphic form, and develop a custom Excel application.	MOA-210	C (60%)
MOA-235	Microsoft Office III	This course is a continuation of the Microsoft Office I and II courses and provides additional instruction on Microsoft Word 2016. The course will focus on integrating Word with other Microsoft software applications, exploring advanced graphics, building forms, collaborating with coworkers, and customizing Word features.	MOA-225	C (60%)
MOA-245	Health Information Management	This course covers essential health information management strategies specific to a physician's office or medical clinic. The instructor will cover such topics as: the medical record, alpha and numeric filing, scheduling, and billing (using the Accuro software).	RH-250, MOA-225, MOA-215	B (70%)

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation
MOA-230	Basic Hospital Registration	This course reviews the skills required for the Patient Registration area of hospitals. Topics include admissions, discharges, and transfers (ADT), creating and maintaining lists (such as ALPHA and pre-admissions), surgical slating, registration statistics, and processing birth and death registration with the Vital Statistics Agency.	MOA-215, MOA-210, RH-240	C (60%)
MOA-260	Medical Office Communications	This course covers medical office communications specific to a physician's office or medical clinic. The instructor will cover such topics as: standard mail, email, faxes, correspondence, telephone skills, interpersonal skills and agenda and minute taking preparation and distribution.	MOA-245, MOA-215, MOA-225, RH-250	B (70%)
MOA-240	Medical Clinical Procedures I	This course addresses the clinical skills used by workers in different health care environments. Topics will include medical/surgical asepsis; safety in the workplace; measuring vital signs, heights and weights, and distant visual acuity testing.	MOA-220, MOA-260, MOA-225, RH-250	B (70%)
MOA-250	Medical Clinical Procedures II	This course is a continuation of Medical Clinical Procedures I and addresses the clinical skills used by workers in different health care environments. Topics include how to prepare the clinic for various types of visits and to obtain ECGs and spirometry readings.	MOA-240	B (70%)
MOA-270	Medical Office Assistant Applied Practicum	The Work Practicum is the capstone component of this program and an integral pathway to transition students from the MITT learning environment to the workplace. Practicum is an unpaid, work integrated learning component of MITT technical training. It offers students the opportunity to gain industry-relevant experience and to build on their technical skills while increasing confidence, employability, and job readiness.	Refer to Table 5: Work Experience Requirements	P (Pass)

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation
HCP-100	Healthcare Capstone Project I	In completing the Healthcare Capstone Project, students gain a deeper understanding of the employer-employee-patient relationship, as well as insight into emerging issues and trends in the healthcare industry. Students will analyze, interpret, reflect, and integrate their program knowledge to meet specific objectives of the project application.	Refer to Table 5: Work Experience Requirements	P (Pass)

Below is an overview list of the textbooks needed for the program for reference.

Course Code	Course Name	Textbook / Resource	Ed	ISBN	Author	Supplier	Comments
MOA-205 MOA-215 MOA-230 MOA-245 MOA-260	Introduction to the Health Care Environment Medico-Legal Issues Basic Hospital Registration Health Information Management Medical Office Communication	Administrative And Clinical Procedures For The Canadian Health Professional	5th	978-0135831397	Thompson	Pearson	Hardcopy
MOA-210 MOA-225 MOA-235	Microsoft Office I Microsoft Office II Microsoft Office III	Online Resource Required – *please note* Instructors to give out the details of the on the first day. This will need to be purchased from the resource website: SIMnet Microsoft Office Training McGraw-Hill Canada (mheducation.ca)					
RH-240 RH-250	Anatomy, Physiology and Medical Terminology I Anatomy, Physiology and Medical Terminology I	Acquiring Medical Language with access card	3rd	978-1260018578	Jones & Cavanagh	McGraw	Hardcopy
HCA-220	Human Relations	Understanding Human Behaviour: A Guide for	10th	9780357618608	Honeycutt & Milliken	McGraw Hill	

		Health Care Professionals					
MOA-245 MOA-240 MOA-250	Health Information Management Medical Clinical Procedures I Medical Clinical Procedures II	Clinical Procedures for Medical Assistants	10th	978-0323377119	Bonewit-West	Elsevier	Hardcopy
MOA-260	Medical Office Communications	Medical Transcription Techniques and Procedures	7th	978-1437704396	Diehl	Elsevier	Hardcopy
HCP-100	Health Care Capstone 1	SimChart for the Medical Office	1st	9780323241953		Elsevier	Online

Other Required Resources

SimNet (Online Resource and Assessment Platform for Software Skills) **link below:**

[SIMnet | Microsoft Office Training | McGraw-Hill Canada \(mheducation.ca\)](#)

please note Instructors to give out the details of the purchase on the first day.

Link for direct McGraw Hill purchase:

<https://www.mheducation.ca/simnet-microsoft-office-365-2019-complete-nordell-simbooks-4-modules-9781265360160-can>

Course and Program Schedule

A course's location and schedule are stated on its course outline. A student can check the start and end dates of each course in their program by using the MITT Student Portal:

<https://mitt.ca/current-students/student-portal>

The college's Academic schedule, which includes information about campus closures and other important dates, can be found on the MITT website: <https://mitt.ca/current-students/academic-schedule>.

A visualization of this program's usual course delivery sequence is presented in [Table 2: Course Delivery Sequence](#). Note that while this visualization provides the program's usual delivery sequence, it is subject to change.

Graduation Requirements

The Academic Standards (AC-2-10) policy defines a Graduation Requirement as "a program-specific academic requirement that a student must meet to graduate from a program." See [Table 1: Graduation Requirements](#) for a complete listing.

What happens if a student does not meet a Graduation Requirement?

A student is ineligible to graduate and must repeat a course (or an authorized equivalent) if they have any unmet graduation requirements. This may result in a study gap and additional tuition costs.

Graduation Requirements

To graduate from the Medical Office Assistant program, a student must meet the following Graduation Requirements:

1. Successfully complete the Work Skills Foundations course.
2. Receive a minimum grade of B (70%) in the following 6 courses:
 1. Anatomy, Physiology & Medical Terminology I (RH-240)
 2. Anatomy, Physiology & Medical Terminology II (RH-250)
 3. Health Information Management (MOA-245)
 4. Medical Office Communications (MOA-260)
 5. Medical Clinical Procedures I (MOA-240)
 6. Medical Clinical Procedures II (MOA-250)
3. Receive a minimum grade of C (60%) in the following 7 courses:
 1. Introduction to the Healthcare Environment (MOA-205)
 2. Microsoft Office I (MOA-210)
 3. Medico-Legal Issues (MOA-215)
 4. Human Relations (MOA-220)
 5. Microsoft Office II (MOA-225)
 6. Microsoft Office III (MOA-235)
 7. Basic Hospital Registration (MOA-230)

4. Successfully complete the Keyboarding Workshop and achieve a P = 40 WPM (MOA-200)
5. Receive a grade of P (Pass) in one of the following two courses:
 1. Medical Office Assistant Applied Practicum (MOA-270)
 2. Healthcare Capstone Project I (HCP-100)

Progression Requirements

The Academic Standards Policy (AC-2-10) defines Progression Requirements as specific academic requirements, such as courses, that students must meet to remain enrolled in a program. If a student fails to meet a Progression Requirement, MITT will withdraw them from the program.

Students must meet all course pre-requisites for progression.

Students must receive their practicum requirements (i.e., certificates, clearances, permits, etc.) by the following academic scheduled terms (or due date stated by the program), otherwise they will be put under probation and subject to be ineligible for program completion:

Fall = start of Term 2B

Winter = start of Term 3B

For international students, they must apply for their co-op work permits within the academic scheduled terms below (or due date stated by the program), , otherwise they will be put under probation and subject to be ineligible for program completion:

Fall = start of Term 1A

Winter = start of Term 2A

Work Experience

Students in the Medical Office Assistant program take part in either a seven-week unpaid work experience or a capstone course. A work experience placement is not guaranteed. To qualify for a work experience or the capstone, students must meet the requirements listed below:

Work Experience Requirements

To be eligible to take **Medical Office Assistant Applied Practicum (MOA-270)**, a student must meet the following requirements:

1. Receive a minimum grade of B (70%) in the following 6 courses:
 1. Anatomy, Physiology & Medical Terminology I (RH-240)
 2. Anatomy, Physiology & Medical Terminology II (RH-250)
 3. Health Information Management (MOA-245)
 4. Medical Office Communications (MOA-260)
 5. Medical Clinical Procedures I (MOA-240)
 6. Medical Clinical Procedures II (MOA-250)
2. Receive a minimum grade of C (60%) in the following 7 courses:
 1. Introduction to the Healthcare Environment (MOA-205)

2. Microsoft Office I (MOA-210)
3. Medico-Legal Issues (MOA-215)
4. Human Relations (MOA-220)
5. Microsoft Office II (MOA-225)
6. Microsoft Office III (MOA-235)
7. Basic Hospital Registration (MOA-230)
3. Successfully complete the Keyboarding Workshop (MOA-200)
4. Provide a valid co-op work permit or demonstrate that an application for a co-op/work permit was submitted within the first 4 weeks of the program (international students only).

Note: Prior to the start of a work practicum, a student may have to complete the following additional background checks:

- Police Vulnerable Sector Check (PVSC) clearance (or RCMP equivalent, dated within six months of the start of a work practicum rotation).
- Child Abuse Registry Check clearance
- Adult Abuse Registry Check clearance
- Up-to-date immunization record
- Current Personal Health Information Act (PHIA) certificate
- Emergency First Aid and Health Care Provider CPR certificate
- Violence Protection Program (VPP) training
- Non-Violent Crisis Intervention certificate (NVCi)
- Workplace Hazardous Materials Information System (WHMIS) training

MITT embeds these training components into the program structure, coordinates student registration, and posts relevant training details in the MOA-PC-GEN course shell in MyLearning. Students holding a current certificate should discuss a potential waiver with the Academic Coordinator.

To be eligible to take **Healthcare Capstone Project I (HCP-100)**, a student must meet the following requirements:

1. Receive a minimum grade of B (70%) in the following 6 courses:
 1. Anatomy, Physiology & Medical Terminology I (RH-240)
 2. Anatomy, Physiology & Medical Terminology II (RH-250)
 3. Health Information Management (MOA-245)
 4. Medical Office Communications (MOA-260)
 5. Medical Clinical Procedures I (MOA-240)
 6. Medical Clinical Procedures II (MOA-250)
2. Receive a minimum grade of C (60%) in the following 7 courses:
 1. Introduction to the Healthcare Environment (MOA-205)
 2. Microsoft Office I (MOA-210)
 3. Medico-Legal Issues (MOA-215)
 4. Human Relations (MOA-220)

5. Microsoft Office II (MOA-225)
6. Microsoft Office III (MOA-235)
7. Basic Hospital Registration (MOA-230)
3. Successfully complete the Keyboarding Workshop (MOA-200)

For international students: Students must present a valid co-op/work permit before the start of their work practicum or co-op placement. Where a work permit has not been issued in time, participation in the originally scheduled work practicum/co-op may not be possible. Lack of a work permit will result in ineligibility to proceed with the program's practicum course. Depending on the program, a capstone course maybe taken in lieu of practicum because of co-op/work permit delays. It is highly recommended to apply for student co-op/work permits during the 2nd week of the program.

MITT's Immigration Services Advisor is available online. Book one-on-one online consultation by emailing immigrationservices@mitt.ca. Refer to this webpage for information [Permits, Visas and More | Manitoba Institute of Trades and Technology \(mitt.ca\)](#)

Work Skills Foundations

Students enrolled in this program are required to complete Work Skills Foundations. It consists of 10 self-directed (learn at your own pace) modules, which take approximately 30 hours to complete. Students are expected to successfully complete Work Skills Foundations prior to the start of their program.

To learn more, refer to the Work Skills Foundations webpage: <https://mitt.ca/current-students/work-skills-foundations>

Academic Standards

The Academic Standards Policy (AC-2-10) establishes the academic requirements students must meet to remain enrolled in or graduate from a program.

This program guidebook includes an overview of important concepts from the policy, such as:

- Academic Probation
- Program Withdrawal
- Academic Suspension

Academic Probation

What is Academic Probation?

The Academic Standards (AC-2-10) policy defines Academic Probation as “a student status that results when a student is identified as being at-risk of unsuccessful program completion.”

A student receives an Academic Probation status when:

1. They fail to achieve a grade that meets Course-Eligibility or Graduation Requirements.
2. An Academic Manager determines they are or may be at risk of not meeting Graduation Requirements.

A student who receives a status of Academic Probation may be:

1. Permitted to continue their studies.
2. Withdrawn from courses where they no longer meet Course-Eligibility Requirements (e.g., prerequisites).
3. Required to follow Conditions for Program Continuance.
4. Charged additional tuition or administrative costs resulting from the Academic Probation, including those associated with Program Continuance provisions (e.g., course repeats).

What is the Purpose of Academic Probation?

The purpose of Academic Probation is to promote program recovery by implementing a structured process to review a student's academic performance, provide referrals to on-campus and off-campus support services (where appropriate), and determine Program Continuance provisions.

Academic Suspension

What is Academic Suspension?

The Academic Standards policy defines an Academic Suspension as “a student status that results in a student being ineligible to continue in post-secondary studies for a period of eight months.

An Academic Suspension occurs when a student:

- Receives a student status of Required Program Withdrawal two or more times.
- Fails the same course three times, or a Work-integrated Learning course two times.

A student who receives an Academic Suspension is:

- Withdrawn from their program, subject to the Withdrawal and Refund Policies.
- Assigned an Academic Suspension status and barred from applying to or studying in any MITT post-secondary program for a minimum period of 8 months.
- Subjected to the tuition refund schedule, based on the start date of the Academic Suspension.

Program Withdrawal

What is Program Withdrawal?

The Academic Standards (AC-2-10) policy defines a Required Program Withdrawal as an administrative action that results in a college-initiated withdrawal from a program.

An Academic Suspension occurs when a student does not:

1. meet a Progression Requirement.
2. fulfill Program Continuance Conditions while on Academic Probation.

A student who receives a Program Withdrawal* is:

1. Withdrawn or dropped from all their courses.
2. Withdrawn from their program.

3. Permitted to apply for Program Re-entry to the same program or admission to another program.
4. Subjected to the Tuition Refund Schedule, based on the effective date of the Required Program Withdrawal.

*In some situations, MITT may initiate a Program Withdrawal without first placing a student on Academic Probation.

Student Evaluation

Student evaluation measures learning within a course, aligning with course-specific learning outcomes. Assessment strategies include, but are not limited to:

- Individual and group assignments
- Presentations
- Reflections
- Case studies
- Practice simulations.
- Laboratory activities, skills demonstrations, and simulations
- Quizzes, tests, and examinations

Course Outlines identify all evaluation components, weighted grading values, and due dates.

MyLearning provides additional guidance, including assessment instructions and grading rubrics.

Instructors post grades and feedback in MyLearning within 5 business days of an evaluation item's due date. MyLearning displays grades as percentages, whereas an official MITT transcript displays grades as letter grades.

Assessment Weighting and Grading

The MITT Academic Standards Policy (AC-2-10) sets guidelines for student learning evaluation and grading.

Final grades are calculated based on the weighted value and grade earned for each assessment. The total assessment weight is 100%. Each assessment is assigned a specific weighted value based on complexity or importance.

Student evaluation is at the instructor's discretion and provides evidence of learning. Program progression standards may affect academic rigour. Some courses include zero tolerance for error testing provisions based on safe practice standards.

Refer to the Student Appeal Policy (AC-2-2) for guidance on grade disputes.

Grade Scale

MITT uses the following grade scale:

Letter Grade	Grade Point Value	Accumulated Evaluation Percentage
A+	4.5	90 – 100%
A	4.0	80 – 89%
B+	3.5	75 – 79%
B	3.0	70 – 74%
C+	2.5	65 – 69%
C	2.0	60 – 64%
D	1.0	50 – 59%
F	0.0	0 – 49%

Maximum Time to Complete

What is the Maximum Time to Complete the Medical Office Assistant Program?

Students have a maximum of three (3) years, starting from their original program start date, to complete the Medical Office Assistant program.

Why does a Maximum Time to Complete Exist?

MITT's time limits balance flexibility for student challenges while ensuring their skills remain current to industry standards. Students at risk of exceeding these limits should consult their Academic Coordinator to discuss their academic options.

Student & Academic Policies

Students are responsible for reviewing and complying with all MITT Student and Academic Policies, which are listed on its website: <https://mitt.ca/about-mitt/mitt-policies>

Academic Integrity

The Academic Integrity Policy (AC-1-4) outlines academic integrity standards and defines what constitutes academic misconduct. The Student Discipline Policy (AC-1-8) specifies disciplinary action and penalties MITT may impose on students found to have committed academic misconduct.

Accessibility

MITT is committed to creating a learning environment that meets the needs of its diverse student body. If a student has a disability, or thinks they may have a disability, it is strongly recommended that they meet with the Accessibility Student Advisor. More information about

Accessibility Services, including contact information, can be found at www.mitt.ca/student-success/accessibility-services.

If a student does not have a documented disability, remember that other support services, including the Learning Support advisor, peer tutors, and clinical services are available through MITT Student Services.

Student Concerns and Appeals

If a student wishes to address:

1. an administrative concern (e.g., admissions, facilities, or finance), they are encouraged to discuss this directly with the respective employee. If unresolved, they should bring the concern to the appropriate department supervisor.
2. An academic concern (e.g., assessment or instruction), they are encouraged to discuss this directly with the respective instructor. If unresolved, they should bring the concern to their Academic Coordinator.

Refer the [Student Appeals \(AC-2-2\)](#) policy or speak with a Student Advisor to learn more about the MITT appeals process.

Student Conduct

MITT seeks to provide students, staff, and partners with an inclusive, safe, and respectful environment. Our campuses consist of a diverse group of learners, including secondary students, domestic and international post-secondary students, and adult EAL learners.

MITT expects all students, regardless of program, to conduct themselves in a safe and respectful manner.

The following [Academic/Student policies](#) define MITT's expectations for safety, inclusivity and respect and the students responsibilities in meeting these objectives:

- Student Behaviour (AC-1-1)
- Student & MITT Expectations (AC-1-2)
- Drug and Alcohol (AC-1-5)
- Respectful Workplace, Harassment Prevention, and Non-Discrimination (CC-2)
- MITT Computer and Telecommunications Usage (IT-1)
- Sexual Violence (SV-1)
- Workplace Safety, Health, and Wellness (WSH-1)

Program-Specific Policies

There are program-specific policies in the Medical Office Assistant program. These policies are listed in [Table 6: Program-Specific Policies](#).

Program-Specific Policies

The Medical Office Assistant program has the following program-specific policies:

Missed and Late Assessments

Students are required to submit each assessment item (assignment, project, etc.) by the deadline assigned by their instructor. Any assessment item not submitted by its deadline receives a mark of zero. An instructor may allow or deny a student's request for an extension.

Late Arrival to Time-Limited Evaluations

Students are required to write time-limited evaluations (quizzes, tests, etc.) and to complete practical assessments on the date set by their instructor(s). A student who arrives late to a time-limited evaluation is not provided with extra time to complete the evaluation.

A student unable to attend a time-limited evaluation due to illness or compassionate reasons may request alternate arrangements. A student who requests alternate arrangements must submit a written request to the program's Academic Coordinator.

Language Use

In this program, the language used in learning activities (e.g., lectures, group activities, class discussion, and demonstrations) and assessments (e.g., assignments, tests, etc.) is English. To support an inclusive learning environment in this program, students are expected to speak in a common language so everyone can participate equally.

Attendance and Lateness

Students in the MOA Program are expected to attend classes and complete their academic requirements on a regular basis. However, there may be instances when a student is unable to attend classes due to personal or medical reasons. Excused and unexcused absences are considered for this policy. Students are expected to communicate lateness and absenteeism to their instructor prior to the start of classes or assessment. In the event of a missed assessment, school policy will take in effect.

1. Students are expected to attend all classes and complete all academic requirements on time. Any absence, excused or unexcused, should be reported to the instructor with prior notice. (24 hours of notice)
2. Students who exceed a 2-day maximum absence (excused and unexcused) in a course will be required to meet with the program academic coordinator to discuss the reason for the absence and the impact on the student's ability to meet the learning outcomes of the course. Instructors at their discretion may mark half day absences.
3. If a student misses 60% of course delivery and assessments, they are not eligible to receive proactive recovery plans and accommodations unless given proper rationale.
4. Students who accumulate 8 absences (unexcused) in the overall program will not be allowed to participate in practicum or participate with progressive conditions. Students are able to file an appeal request and speak with the program academic coordinator in this occasion.
5. Students who accumulate 12 absences (unexcused) in the overall program will be subject to progressive review and for program exiting.

Academic and Student Contracts

In academic situations where disciplinary documentation is involved, academic contracts will be formed between students, instructors and academic coordinators. This document will contain flagged behaviors and expected improvement of performance by the student that will be closely monitored by their respective instructor. Students' academic, behavior and punctuality performance may be reviewed by the end of every term and student contracts may be formed as per the academic team's recommendation.

Academic contracts will be kept by the program academic coordinator for filing and for monitoring.

Refer Student Discipline Policy: [ac-1-8-student-discipline.pdf \(mitt.ca\)](https://mitt.ca/ac-1-8-student-discipline.pdf)

Securing Resources and Learning Technologies

Students are required to secure their resources and learning technologies such as laptops while taking in-person or online classes. The following policy is established to ensure that all students are able to access the necessary resources for successful participation in their courses:

1. Students are responsible for obtaining and maintaining their required resources and learning technologies for each course.
2. Students must have access to their resources and learning technologies prior to the start of the course and are expected to bring them to class or have them available for online classes.
3. If a student does not have access to the required textbooks or learning technologies, they must inform their instructor as soon as possible to make alternative arrangements.
4. Instructors have the right to prohibit a student from participating in the class delivery if they do not meet the requirements stated in this policy.
5. This policy is subject to the institution's academic standard policy.

Technology Etiquette

As this course is being delivered in a blended environment, student participation relies on active engagement using videoconferencing software, which includes the use of a microphone and a webcam. While in a Zoom call in class, students must:

- Ensure they are dressed appropriately for a classroom environment. If students are unsure if their attire is appropriate for the classroom or workplace, refer to the MITT Student Dress Code policy for more information.
- Mute their microphone if they are not speaking and there are distracting noises in the background of their home; and
- Use the 'raise hand' feature in the videoconferencing software to ensure classmates and the instructor are not interrupted while they are talking; and
- Use the "reactions" features to show support of other students during discussions; and
- Use the microphone and/or chat "chat" feature to respond to the instructor and other students in class.
- All students are required to use their official school email address when creating online resource accounts for school-related purposes.

- The school email address is considered the official form of communication between the student and the school. It is necessary to ensure that all students receive important school-related information in a timely manner.

Students may not use cell phones or other electronic devices in a manner which may interfere with classes or private study or work being done in the lab. This does not apply to students who require such equipment for medical reasons.

Referencing & Citation

This course uses APA style for all citation and referencing. Visit the [Purdue Writing Lab website](#) for the APA style guide and instructions on how to cite sources. APA citation must be used when referencing the work of others to avoid academic dishonesty and potential disciplinary action. See the Academic Integrity policy for more details.

Use of Artificial Intelligence (AI) Tools

Artificial intelligence (AI) tools (such as ChatGPT, Google Bard, GrammarlyGO, etc.) can be useful learning resources to help students brainstorm ideas and grammar/spell check their academic work. However, students must exercise extreme caution when using these technologies for academic purposes, especially with AI-generated assignment content. Unauthorized use of such AI tools, especially in cases in which the student gains an unfair academic advantage, represents a form of academic dishonesty.

MITT expects students to submit original work for all graded assessments. To create original content for their academic work, students must research the topic, present their perspective on the topic in their own words, build on the ideas of others, and acknowledge all sources of information. Furthermore, students must discuss intended use of AI assistance with their instructor before assignment submission to obtain consent for use of specific AI tools and clarify potential restrictions.

Instructors may permit use (or limited use) of AI tools in specific courses depending on learning and assessment objectives.

If not otherwise authorized, MITT may treat undeclared AI-generated content in student assessment as a form of academic misrepresentation and inappropriate collaboration. Such infringements will be subject to the MITT Academic Integrity and Student Discipline policies.

Technology Requirements

Most MITT post-secondary programs are delivered through a blended learning format (e.g., on-campus or online) and, as such, embed a variety of web-based technologies and tools may be used throughout this program to support the diverse learning needs of our students. During your studies, you will be required to use technology to complete online learning activities to be successful in your studies. This includes learning about different hardware and software used to complete your courses and/or hardware and software related to your field of study.

Refer to [About Online Learning | Manitoba Institute of Trades and Technology \(mitt.ca\)](#) for detailed information on the technical requirements for online and blended learning.

Students are required to have a laptop/computer that meets the specifications as outlined in this webpage.

MITT Email, MyLearning and Online Tools

During your studies at MITT, students will have access to the following tools during your active period of study:

- a MITT Student Email account
- MyLearning, a learning management software system
- a free web-based version of Microsoft Office 365 (including Word, Excel, Outlook, etc.)
- MITT Student Portal

Respondus - Lockdown Browser

During your studies at MITT, you will be required to take assessments within the MyLearning platform while using Respondus – Lockdown Browser. Students are required to download this application on their laptops as a requirement to take the test.

MITT Student Email

All MITT students will be issued a student email account, which you can access through the following link. <http://student.mail.mitt.ca>.

This email account will be the official communication channel for all student information; therefore, we encourage you to check your email daily.

When communicating with MITT:

- Include your name and student ID number in the email subject line and within the body of the email to help instructors and the administrative team support your academic needs.
- Include relevant program or course details including the name of your program, intake start date, etc.
- Send all email communication through your MITT email address.

MyLearning

MyLearning is an on-line tool designed for students to access all course-based information, including course content, course outlines, assessments, grades, electronic learning materials, guidance documents, announcements and instructor bio.

To log in to MyLearning:

1. Go to mylearning.mitt.ca
2. Click on the Sign in with MITT Email button
3. Log in using your student email (...@student.mitt.ca) and your new password

4. Click “yes” to stay signed in if you are using your own computer. Click “no” if you are using a public computer.
5. Enjoy your courses!

Microsoft Office 365

1. Check your personal email* for login instructions from MITT (*the email you indicated in your MITT application).
3. Navigate and head to > [Login | Microsoft 365 \(office.com\)](#)
4. Log into you MITT email (...@student.mitt.ca) using the default password.
4. Type your default password and enter a new password into the “Update Your Password form”.
5. Provide your phone number or personal email.
6. Submit the verification code provided to activate your account.
7. Go to Outlook in your Office 365 to access your emails.

Student Portal

The Student Portal is the place for administrative tasks that include:

- Update your contact information.
- Enter your SIN for T2202 tax form.
- View your final grades.
- Print an unofficial transcript.
- View your attendance record.
- View your tuition and fee balance.

Students receive an email with login information to access the Student Portal after receiving their LOA. [Click here to login](#) to the Student Portal. *Step-by-step instructions for logging in are posted [here](#). If you have trouble accessing the Student Portal, [use this help form](#).*

Students can find the Introduction to MyLearning and Online Tools step-by-step tutorial on how to log in to Microsoft Office 365 and MyLearning here: <https://mitt.ca/student-services/online-learning-support>.

[There may be other free, or program provided web-based learning technologies and tools integrated in some courses in this program. The application links will be posted in MyLearning or shared to you by your instructors.](#)

Cameras and Recording Devices

Unless otherwise indicated, Zoom Class Sessions will not be recorded for later viewing. Students should ensure they have a way to take notes. In most cases, a copy of any PowerPoint presentation offered will be uploaded to MyLearning after the virtual session.

In order to comply with MITT policies and protect student and instructor privacy, cameras and other recording devices are not to be used by students, unless authorized by the course instructor for learning activities and assessments.

Below are some common examples of when recordings might be required in the course for learning purposes:

- The course instructor may record student presentations (individual and teams) for to review privately in order to ensure a complete and fair assessment is made. It is possible the recording will be shared with that individual or team as part of the assessment feedback and reflection process for student learning. In this case, audience members (those not presenting) may wish to keep their camera off.
- Students may be asked to record/film themselves (individual and teams) completing a learning task or assignment. This would be viewed by the instructor and sometimes be shared with the class for discussion and other assessments.
- Recordings belonging to course participants (students and the instructor as a representative of MITT) must not be shared outside the course unless permission is given by the owner and the recording's participants.

Used Computers

For secondhand or preowned computers, you **must complete a full factory reset** on the machine before downloading and installing software to ensure you have full administrator rights to the computer. Full administrator rights mean the user can make any changes to the computer, including installing or changing software.

MyLearning: Technical Support for Students

There are **two** main ways students can get help with MyLearning.

1. For MyLearning login or password recovery and student email access support, or if one of your courses is missing in MyLearning:

- Email mylearning@mitt.ca [and provide a summary on the nature of the issue requiring support.](#)

2. For additional MyLearning guidance:

- Consult your instructor first in case the issue is related to a course-specific tool or feature.
- Use the Virtual Assistant by clicking the button that appears on your MyLearning pages
- Use the D2L Helpdesk if you require assistance beyond what the Virtual Assistant can provide. This is available 24-7 with how-to-use instructions, videos, and a chat box. Every student should have the *D2L Brightspace Support widget* at the bottom of their MyLearning homepage and within courses. [How to access.](#)
- Refer to the FAQs and video [tutorials](#) for navigating the Brightspace/MyLearning platform.

Campus Life

Student Services

The MITT Student Services team provides academic, personal, and career support to future and current students. Students are encouraged to meet with an advisor whenever they need help or have questions about how to be successful in their MITT program.

To learn more, refer to the Student Services webpage: <https://mitt.ca/student-services>.

Career and Employment Services

The MITT Career and Employment Services team works with students to prepare them for meaningful careers and connects graduates with employers, which includes:

- Resume and cover letter review
- Interview preparation
- Job search
- Career exploration

To learn more, refer to Career and Employment Services webpage: <https://mitt.ca/career-and-employment-services>

Student Life

The MITT Student Life team of staff and volunteers deliver a wide range of on-campus and online opportunities for students to connect with employers, make friends, build their work skills, and gain professional experience while at MITT. Student Life works year-round to facilitate student and staff-led events, activities, and student groups to learn about other cultures, build community, and to network with future colleagues and employers.

To learn more, refer to the Student Life webpage: <https://mitt.ca/student-life>

Food Services

Food services are available at the Henlow, Pembina, and Scurfield campuses:

Henlow Campus: The Bridge Café offers hot breakfast, lunch, and afternoon snacks, including grab-and-go items and hot and cold beverages.

The Pembina and Scurfield campuses offer:

- Grab-and-go food options
- Hot and cold beverages
- Onsite microwaves and vending machines

Public Transportation

All MITT campuses are accessible by public transportation. Route information is available on Winnipeg Transit's website: <https://winnipegtransit.com/>

Students can buy a peggo card (bus pass) directly from MITT and must present a valid student ID card at the time of purchase. Peggo cards are available for purchase at the Henlow and Pembina campuses.

Parking

Daily and monthly parking passes are available for the following campuses:

- 130 Henlow Bay
- 7 Fultz Boulevard
- 1551 Pembina Highway

For more information please visit: <https://mitt.ca/parking>.

Knowledge Check

To be successful in your program, you should be able to answer the following questions:

1. How many courses are in my program?
 - a. What is a course outline?
 - b. Where are course outlines posted?
2. What is a course prerequisite?
 - a. Which courses have prerequisites?
 - b. What are those prerequisites?
 - c. What happens if a student does not meet a prerequisite?
3. What is a Graduation Requirement?
 - a. What happens if a student does not meet a Graduation Requirement?
4. What is a Progression Requirement?
 - a. What happens if a student does not meet a Progression Requirement?
5. What are the requirements to take the Work Experience credit? (if applicable)
6. What is Work Skills Foundations?
 - a. Do I need to complete Work Skills Foundations to graduate?
7. What is Academic Probation? What causes Academic Probation?
8. What is a Program Withdrawal? What causes a Program Withdrawal?