



Medical Assistant and Patient Care

Program Guidebook

May 2025

Table of Contents

About MITT	4
Mission	4
Vision	4
Values	4
Land Acknowledgement.....	5
Introduction	6
Purpose of this Guidebook	6
Welcome Message from the Dean	6
Program Team.....	6
Program Overview.....	8
Program Delivery	8
Courses	8
Credential.....	9
Course Outlines	9
Course Prerequisites	9
Table 1: Courses	10
Course and Program Schedule	24
Graduation Requirements.....	24
Graduation Requirements	25
Progression Requirements.....	26
Work Experience	27
Work Experience Requirements	27
Academic Standards.....	29
Academic Probation	29
Academic Suspension	30
Program Withdrawal	30
Student Evaluation	31

Grade Scale	32
Maximum Time to Complete	32
Student & Academic Policies	33
Academic Integrity.....	33
Accessibility.....	33
Student Concerns and Appeals	33
Student Conduct	34
Program-Specific Policies.....	35
Attendance and Lateness	35
Academic and Student Contracts	36
Securing Resources and Learning Technologies	36
Technology Etiquette	37
Referencing & Citation	37
Use of Artificial Intelligence (AI) Tools	37
Technology Requirements	39
Online Tools.....	39
Technical Support for Students	39
Cameras and Recording Devices	39
Use of Artificial Intelligence (AI) Tools on Assessment.....	39
Campus Life	40
Student Services	40
Career and Employment Services	40
Student Life.....	40
Food Services.....	40
Public Transportation	41
Parking	41
Knowledge Check	42

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 Assistant and Patient Care 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 Assistant and Patient Care program team consists of:

Kathryn Arado	Instructor	kathryn.arado@mitt.ca
Racheal Adegoke	Instructor	racheal.adegoke@mitt.ca
Rhymes Asuncion	Instructor	rhymes.asuncion@mitt.ca
Kimberly Bakeman	Instructor	kimberly.bakeman@mitt.ca
Eleni Karasoulis	Instructor	eleni.karasoulis@mitt.ca
Ayah Alnahhal	Clinical Lab Assistant	ayah.alnahhal@mitt.ca
Amlyn Tutor	Work Integrated Learning Officer	amlyn.tutor@mitt.ca
Curtis Aab	Dean	curtis.aab@mitt.ca
David Noorden	Program Manager	david.noorden@mitt.ca

EJ Zarzuela	Academic Coordinator	ej.zarzuela@mitt.ca
-------------	----------------------	--

Program Overview

Gain an edge in the competitive job market with Manitoba's only program of its kind, designed to meet current workforce needs of an ever-changing healthcare environment.

The Medical Assistant and Patient Care Program, offering a unique blend of Medical Assistant, health unit clerk, and health care aide curricula, prepares graduates for diverse employment opportunities in healthcare. This comprehensive program, with its keen focus on best care practices, will enhance your ability to support the healthcare team and contribute effectively to patient care, and support the smooth operation of healthcare facilities

The accreditation of MITT's Medical Assistant and Patient Care program through the Canadian Health Information Management Association (CHIMA) is integral for the program's commitment to excellence in medical assistant 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 assistant administration as well as opening roles within the Health Information-Certified Associates designation.

Aspiring MITT MAPC 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 \(echima.ca\)](http://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 25 courses in the Medical Assistant and Patient Care program. Refer to [Table 1: Courses](#) for more information.

Credential

Upon successful completion of this program, MITT awards the Medical Assistant and Patient Care Diploma.

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 Assistant and Patient Care program.

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
Health-TBD 1	Introduction to the Healthcare Environment	This introductory course explores the diverse roles and responsibilities of various healthcare practitioners in Manitoba's healthcare environment. It delves into the intricacies between the Canadian Health Care System and the role of the provincial government. Focusing on key elements of effective healthcare delivery, topics will include patient and provider rights, culturally appropriate care practices, and social determinants of health	n/a	70%	42
HHHPG-TBD 1	Communication Essentials	This course is designed to equip participants with the essential skills needed for effective communication within various professional settings in Canada. The course combines lectures, interactive workshops, group discussions, and practical exercises to ensure a comprehensive learning experience. Participants will engage in real-world scenarios and case studies appropriate for a range of industries to apply the concepts learned in class. Feedback from peers and instructors will refine and enhance communication skills throughout the course	n/a	50%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
Health-TBD-2	Anatomy and Physiology 1	The Introduction to the Human Body, Anatomy and Physiology will introduce the structure and function of the human body. This course explores the make up our bodies and how our major systems function to help us develop and stay healthy.	n/a	70%	42
Health-TBD-3	Human Development for Healthcare Professionals	Knowledge and understanding of human growth and development enables healthcare professionals to provide holistic, individualized, and effective care to patients across the lifespan. This course provides an overview of human development, focusing on physical, cognitive, and socioemotional growth from the prenatal period to end-of-life. The course will focus on genetic and environmental influences on human development, typical and atypical developmental processes, as well as changes in thinking, feeling, social interactions, personality, moral development, and behavior across the lifespan. Emphasis is placed on understanding normal development and behavior concepts to apply caregiving techniques to individuals impacted by injury, illness, or disease.	n/a	50%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HHHPG-TBD-2	Software Application Skills	This course introduces students to the functions and use of software applications such as spreadsheets, cloud storage, emailing and scheduling, presentation, word processing and commonly encountered internet browsers, search engines, research databases, and source citing. Students explore using these programs and are given opportunities to showcase and prepare projects using each	n/a	50%	42
Health-TBD-4	Communications in Healthcare	This course is designed for the healthcare professional who frequently engages in communication with other health care professionals, patients, and their families. As effective communication is a vital component of quality healthcare, this course cultivates essential communication and collaboration skills to help students build positive relationships, produce clearer exchange of information, and improve patient care outcomes.	Health-TBD-1	70%	42
Health-TBD-5	Human Health Conditions and Disease States	This course explores the diverse roles and responsibilities of various healthcare practitioners in Manitoba's healthcare environment. It delves into the intricacies of Canadian Health Care System and the role of the provincial government. Focusing on key elements of effective healthcare delivery, topics will include patient and provider rights, culturally appropriate care practices, and social determinants of health.	Health- TBD-2	70%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HHHPG-TBD 3	Global Citizen	<p>In this course, students will explore the relationship between human diversity and social justice through a global citizen lens. Inspired by the United Nations' Sustainable Development Goals, this course introduces students to global challenges and issues to broaden their knowledge, skills, and perspectives on the world today.</p> <p>Through discussions, readings, and online and in-class activities, students will critically examine systems of oppression and discrimination, explore diverse cultural perspectives, and engage with the stories and experiences of global citizens who have fought for social justice, environmental sustainability, and equity around the world. Students will emerge from this course with greater cultural competence, improved intercultural communication skills, and a deepened commitment to promoting equity, justice, and human rights.</p>	n/a	50%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
Health-TBD-6	Medical Terminology	In this course students will learn how to put together common elements to build medical language, as it relates to each system of the Human Body. Topics covered will include: The terms and vocabulary used in the medical language and how they relate to anatomy, physiology, pathological conditions, medical treatments of the human body and its systems. Emphasis will be placed on proper spelling and pronunciation of medical terms with each associated system of the human body	Health- TBD-2	70%	42
Health-TBD-7	Anatomy and Physiology 2	This course is a continuation of Anatomy & Physiology 1, focusing on the remaining structures and functions of the human body. It will delve into the body's composition and analyze the interrelationships between body systems. The course also explores functions of major systems that promote development and health.	Health- TBD-2	70%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HCA-TBD-1(HCA-240 to be recoded)	Supporting Complex Care Needs 1	<p>This course provides students with the foundational patient care skills required to provide quality care and comfort in acute care, long-term care or independent living environments. This course is the first of a two-part series of courses; focusing on important routine care practices that are developed through comprehensive simulated learning activities.</p> <p>Key topics within this course include patient comfort, exercise and activity, personal hygiene, and skin care. The course also includes critical safe practice standards with zero tolerance for error expectations aligned to current healthcare standards.</p>	Health-TBD 1 Health-TBD-2 Health-TBD-3 Health-TBD-4 Health-TBD-4 Health-TBD-6 Health-TBD-7	70%	84
HCA-TBD-2 (HCA-250 to be recoded)	Supporting Complex Care Needs 2	<p>This course expands on Complex Care Needs I and introduces students to advanced level skills such as medication assistance, urinary and bowel elimination support, fluid balance, and respiratory care. Clinical skills and simulation laboratories include patient care scenarios and return demonstration components with zero tolerance criteria.</p>	Health-TBD 1 Health-TBD-2 Health-TBD-3 Health-TBD-4 Health-TBD-4 Health-TBD-6 Health-TBD-7 HCA-TBD-1	70%	84

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HCA-TBD-3 (HCA-260 to be recoded)	Health Care Aide Training Seminars	This seminar is comprised of a series of sessions designed to provide students with foundational skills and knowledge for a career in health care. Students receive certification in emergency first aid and CPR, Violence Protection Program, Workplace Hazardous Materials Information System, and the Personal Health Information Act and are fitted for N95 masks.	n/a	Pass/No Pass grading	12
HCA-TBD-4 (HCAUC-130 to be recoded)	Health Care Aide Long Term Care Practicum	<p>Through this course, students will apply and expand the skills and knowledge developed in this program to support patient care needs in a clinical practice experience. Through this first practicum, students will have the opportunity to work in a long-term care environment.</p> <p>Health Care Aide practicum experiences are preceptor-led placements where students work under the direction of a supervising nurse or designated preceptor. Practicums offer students the opportunity to gain industry-relevant experience building entry-to-practice competence. Practicums are unpaid, work-integrated learning experiences</p>	Health-TBD 1 Health-TBD-2 Health-TBD-3 Health-TBD-4 Health-TBD-4 Health-TBD-6 Health-TBD-7 HCA-TBD-1 HCA-TBD-2 HCA-TBD-3 HHHPGS-TBD-1 , HHHPGS-TBD-2, HHHPGS-TBD-3	Pass/No Pass grading	160

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HCA-TBD-5 (HCAUC-140 to be recoded)	Health Care Aide Acute Care Practicum	<p>Through this course, students will apply and expand the skills and knowledge developed in this program to support patient care needs in a clinical practice experience. Through this second practicum, students will have the opportunity to work in an acute care environment and with greater independence.</p> <p>Health Care Aide practicum experiences are preceptor-led placements where students work under the direction of a supervising nurse or designated preceptor. Practicums offer students the opportunity to gain industry-relevant experience building entry-to-practice competence. Practicums are unpaid, work-integrated learning experiences.</p>	Health-TBD 1 Health-TBD-2 Health-TBD-3 Health-TBD-4 Health-TBD-4 Health-TBD-6 Health-TBD-7 HCA-TBD-1 HCA-TBD-2 HCA-TBD-3 HCA-TBD-4 HHHPGS-TBD-1, HHHPGS-TBD-2, HHHPGS-TBD-3	Pass/No Pass grading	160
MA-TBD-1 (MA-260 to be recoded)	Medical Office Communications	This course is designed to equip students with the essential skills and knowledge required for effective medical record communication in the healthcare environment	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7	70%	84
MA-TBD-2 (MA-240 to be recoded)	Medical Clinical Procedures 1	This course is designed to give students practical knowledge on the essential skills for the health care professionals across various settings.	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7	70%	84

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
MA-TBD-3	Medical Procedure Coordination and Billing	This course is designed to provide essential skills and knowledge required for effective medical office management of surgical coordination and clinical billing.	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7	70%	42
MA-TBD-4	Medical Office Correspondence	This course is intended to provide the fundamental skills for effectively managing different types of correspondence and communications in healthcare.	MA-TBD-1	70%	84
MA-TBD-5	Medical Clinical Procedures II	This course is a continuation of Medical Clinical Procedures I with emphasis placed on practical clinic skills with professionalism and patient care.	MA-TBD-2	70%	84
MA-TBD-6	Electronic Medical Record Application	This master class will provide comprehensive training from the basic functions to advanced features of the Electronic Medical Record Software. This class is designed to elevate your proficiency, enhance your skills, and streamline your workflow.	HHHPG-TBD-2 MA-TBD-1	70%	42

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
MA-TBA-7 (MA – 270 to be recoded)	Medical Assistant Practicum	<p>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.</p> <p>All Medical Assistant practicum experiences are preceptor-led placements where students work under the direction of a physician, medical office manager, or Medical Assistant. Practicums offer students the opportunity to gain industry-relevant experience while building entry-to-practice competence. Practicums are an unpaid, work-integrated learning experiences.</p>	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7 HHHPG-TBD-2 MA-TBD-1 MA-TBD-2 MA-TBD-3 MA-TBD-4 MA-TBD-5 MA-TBD-6	Pass/No Pass grade	240
HUC-TBD-1	Clinical Transcription and Order Management for Health Unit Clerks	This course will provide the essential knowledge and skills to become an integral part of the healthcare team. Instruction will include the roles and responsibilities of a Health Unit Clerk, maintaining patient records, processing physician orders, and basic pharmacology.	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7 HHHPG-TBD-2 MA-TBD-1 MA-TBD-2 MA-TBD-3 MA-TBD-4 MA-TBD-5 MA-TBD-6 MA-TBD-7	70%	90

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HUC-TBD-2	Admission, Discharge, and Transfer (ADT) for Health Unit Clerks	This comprehensive course explores essential skills and responsibilities of the Health Unit Clerk. Key topics include admission, discharge, transfer and patient flow management processes.	Health-TBD 1 Health-TBD-2 Health-TBD-4 Health-TBD-6 Health-TBD-7 HHHPG-TBD-2 MA-TBD-1 MA-TBD-2 MA-TBD-3 MA-TBD-4 MA-TBD-5 MA-TBD-6 MA-TBD-7 HUC-TBD-1	70%	30

Course Code	Course Name	Course Description	Prerequisite(s)	Minimum Grade Required for Graduation	Hours
HUC-TBD-3	Health Unit Clerk Practicum	The Work Practicum serves as the vital bridge for students to transition from the MITT learning environment to the professional healthcare workplace. The Health Unit Clerk practicums are supervised by experienced professionals of the healthcare team. These unpaid placements help students gain real-world experience and foster the development of learned skills.	Health-TBD 1 Health-TBD-2 Health-TBD-3 Health-TBD-4 Health-TBD-4 Health-TBD-6 Health-TBD-7 MA-TBD-1 MA-TBD-2 MA-TBD-3 MA-TBD-4 MA-TBD-5 MA-TBD-6 MA-270 HUC-TBD-1 HUC-TBD-2	Pass/No Pass grade	140

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

Course Name	Textbook / Resource	Ed	ISBN	Author	Supplier	Comments
Anatomy and Physiology I Anatomy and Physiology I	Fundamentals of Anatomy and Physiology	5th	9798214107035	Donald C. Rizzo & Elisa Ratliff	Cengage	Need to purchase Mindtap
Software Application Skills	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)					
Human Development	HDEV	5th	978-1774741078	Spencer Rathus & Rebecca Rogerson	Cengage	Any format
Medical Terminology	Medical Terminology for Health Professions	9th	978-0357513699	Ann Ehrlich, Carol L. Schroeder, Laura Ehrlich, Katrina A. Schroeder	Cengage	Need to purchase Mindtap

Communication in Healthcare Medical Office Communication Medical Correspondence Clinical Transcription and Order Management for Health Unit Clerks	Administrative and Clinical Procedures for the Canadian Health Professional	5th	9780137283064	Valerie D. Thompson	Pearson	Any format
Supporting Complex Care Needs I Supporting Complex Care Needs II	Sorrentino's Canadian Textbook & Workbook for the Support Worker	5th	9780323832038	Wilk	Mosby, Incorporated	Any format
Medical Clinical Procedures I Medical Clinical Procedures II	Evolve Resources for Clinical Procedures for Medical Assistants	11th	9780323758628	Kathy Bonewit-West, BS, MEd	Elsevier	Any format

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 Assistant and Patient Care program, a student must meet the following Graduation Requirements:

1. Receive a minimum grade of B (70%) in the following 15 courses:
 1. Introduction to Healthcare Environment
 2. Anatomy and Physiology I
 3. Communications in Healthcare
 4. Human Health Conditions and Disease States
 5. Anatomy and Physiology II
 6. Medical Terminology
 7. Supporting Complex Care Needs I
 8. Supporting Complex Care Needs II
 9. Medical Office Communications
 10. Medical Clinical Procedures I
 11. Medical Clinical Procedures II
 12. Medical Procedure Coordination and Billing
 13. Electronic Medical Record Application
 14. Clinical Transcription and Order Management for Health Unit Clerks
 15. Admission, Discharge, and Transfer (ADT) for Health Unit Clerks
2. Receive a minimum grade of D (50%) in the following 4 courses:
 1. Communication Essentials
 2. Human Development for Healthcare Professionals
 3. Software Application Skills
 4. Global Citizen
3. Successfully complete the Keyboarding Workshop and achieve a P = 40 WPM
4. Successfully complete the Health Care Aide Training Seminars
5. Receive a grade of P (Pass) in one of the following two courses:
 1. Health Care Aide Long Term Care Practicum
 2. Health Care Aide Acute Care Practicum
 3. Medical Assistant Practicum
 4. Health Unit Clerk Practicum

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

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 15 courses:
 1. Introduction to Healthcare Environment
 2. Anatomy and Physiology I
 3. Communications in Healthcare
 4. Human Health Conditions and Disease States
 5. Anatomy and Physiology II
 6. Medical Terminology
 7. Supporting Complex Care Needs I
 8. Supporting Complex Care Needs II
 9. Medical Office Communications
 10. Medical Clinical Procedures I
 11. Medical Clinical Procedures II
 12. Medical Procedure Coordination and Billing
 13. Electronic Medical Record Application
 14. Clinical Transcription and Order Management for Health Unit Clerks
 15. Admission, Discharge, and Transfer (ADT) for Health Unit Clerks
2. Receive a minimum grade of D (50%) in the following 4 courses:
 1. Communication Essentials
 2. Human Development for Healthcare Professionals
 3. Software Application Skills
 4. Global Citizen
3. Successfully complete the Keyboarding Workshop and achieve a P = 40 WPM
4. Successfully complete the Health Care Aide Training Seminars
5. 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.

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 \(mitt.ca\)](#)

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 Assistant and Patient Care Program?

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

The Medical Assistant and Patient Care 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 MAPC 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 \(mitt.ca\)](#)

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

MITT delivers this program in a blended delivery format, which mostly consists of in-person classes with some synchronous or asynchronous online classes. MITT uses a variety of web-based technologies and tools specifically designed to support different learning activities in this program.

To ensure students have the required hardware and software for their studies, they should refer to the MITT [Technology Resources and Support](#) webpage. Students must have a laptop that meets the required specifications.

Instructors may also use other collaboration and gamification tools to engage and challenge students. In most cases, the instructor will directly issue user accounts.

Online Tools

A variety of web-based technologies and tools may be used throughout this program, such as MyLearning, the Student Portal, and Microsoft 365. To be successful in your studies you will need to learn about, and become familiar with, these tools.

Information about these tools, including how-to guides on how to access them, can be found on the *About Online Learning* webpage: <https://mitt.ca/about-online-learning>

Technical Support for Students

Information on how to access technical support for various web-based technologies and tools can be found on the Student Accounts and Logins webpage: <https://mitt.ca/current-students/student-accounts-and-logins-faq>

Cameras and Recording Devices

Unless otherwise indicated, online class sessions are not recorded for later viewing. Students should ensure they have a way to take notes. To comply with MITT policies and to protect student and instructor privacy, cameras and other recording devices are not to be used by students, unless authorized by the course instructor.

Use of Artificial Intelligence (AI) Tools on Assessment

Artificial intelligence (AI) tools can be valuable learning resources when used appropriately and responsibly.

Students should exercise caution when using these tools for academic purposes and consult their instructor about intended AI use to obtain consent and clarify guidelines. Students who use unauthorized AI in ways that provide unfair academic advantages may face disciplinary action under the MITT Academic Integrity and Student Discipline policies.

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, hot lunch, and afternoon snacks including grab and go items and an assortment of hot and cold beverages. This building is within walking distance of the Fultz Campus. Onsite microwaves and vending machines are available.

Scurfield Campus: Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. This building is within walking distance of the Henlow Campus.

Pembina Campus: Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. There are also several off-site fast food and dine-in restaurants nearby.

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

Parking at MITT campuses must be paid at all times of the day. Parking is \$25/monthly with Impark or \$5/day with Hangtag.

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 Academic Probation? What causes Academic Probation?
7. What is a Program Withdrawal? What causes a Program Withdrawal?