

AUSTIN MEDICAL ASSISTANT TRAINING



STUDENT HANDBOOK

WELCOME TO AMAT

This handbook aims to familiarize students with the program, policies, and procedures of Austin Medical Assistant Training. It has been designed with you in mind. We genuinely hope that the information provided will be valuable to you throughout the school year.

2024-2025

Mission Statement

At Austin Medical Assistant Training School (AMAT), our mission is to provide high-quality education in allied health programs, empowering students with the knowledge and skills necessary for successful careers in today's dynamic healthcare industry. We foster a supportive learning environment that promotes academic excellence, professional development, and community engagement.

AMAT is dedicated to preparing highly qualified allied health professionals who are competent, compassionate, and comprehensive in various medical fields. We strive to develop graduates who excel in their careers and make meaningful contributions to the healthcare community. Our core purposes are to support healthcare coordination, promote health education, provide professional medical skills, management, and career development.

Welcome Message

On behalf of the entire community here at Austin Medical Assistant Training, I am thrilled to welcome you to our campus. Whether you are beginning a new chapter in your educational journey or continuing to build upon your existing knowledge, we are excited to have you as a part of our vibrant learning community.

At AMAT, we are dedicated to providing you with a comprehensive educational experience that is not only rigorous and challenging but also supportive and inclusive. Our programs are designed to equip you with the skills and knowledge necessary to excel in the dynamic field of healthcare. You will find that our curriculum is tailored to foster hands-on learning and real-world experiences, ensuring that you are well-prepared to meet the demands of your future roles as healthcare professionals.

Our faculty and staff are passionate about your success and are here to guide you every step of the way. They bring a wealth of experience and expertise and are eager to share their knowledge with you. I encourage you to take full advantage of the resources and opportunities available at AMAT, from engaging in active classroom discussions to participating in extracurricular activities and professional workshops that enhance your learning. Your time at AMAT will be filled with growth, learning, and discovery. You will form lasting friendships, develop professional connections, and build the confidence needed to navigate and succeed in the healthcare industry. We are committed to supporting you in achieving your academic and career goals and are excited to see the contributions you will make to the healthcare community.

Thank you for choosing Austin Medical Assistant Training as your partner in education. We are honored to be a part of your journey and look forward to celebrating your successes.

Welcome aboard!

Beshoy Boshra, President

Austin Medical Assistant Training(AMAT) History

In 2016, a group of passionate and experienced healthcare professionals, including active physicians and healthcare administrators, came together to address a critical gap in the training of allied health professionals. They founded the Austin Medical Assistant Training school with the mission of providing comprehensive and hands-on training to individuals pursuing careers in allied health. The decision to establish AMAT stemmed from their observation of the inadequacies in the training provided by other institutions. They noticed that many interns lacked the necessary practical experience to thrive in the demanding medical field. Additionally, overcrowded classrooms and limited lab hours further hindered students' ability to gain essential skills.

Recognizing the increasing prevalence of online programs, especially in the wake of the COVID19 pandemic, the founders of AMAT remained devoted in their commitment to in-person training. They believed that virtual classes would not adequately prepare students for the rigors of allied health careers. During the COVID-19 pandemic, AMAT emerged as a leader in allied health education in New York City by being the only school approved to continue in-person classes. This decision allowed students to receive uninterrupted hands-on training and be better equipped to serve their communities during the crisis.

Quality education is at the core of AMAT's mission, and this is reflected in the caliber of its teaching staff. With a diverse team of doctors, nurses, and active allied health workers, AMAT ensures that students receive practical and relevant instruction. Through engaging classroom lectures and hands-on lab experiences, students are prepared to excel in real-world healthcare settings. The importance of allied health professionals in modern healthcare cannot be overstated. AMAT graduates play a vital role in providing diagnostic, technical, and direct patient care services. By supporting medical professionals and patients alike, they contribute significantly to the functioning of the healthcare system.

The school commenced enrollment in 2016. In September 2021 the campus received institutional accreditation by the Accrediting Bureau of Health Education Schools.

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Austin Medical Assistant Training (AMAT) Teacher/Staff Pledge

As a member of the faculty or staff at Austin Medical Assistant Training, I pledge to uphold the principles of excellence, integrity, and professionalism in all aspects of my role. I commit to:

- ✓ Strive for excellence in my teaching, research, and service. I will provide high-quality education and support to our students, helping them achieve their academic and professional goals.
- ✓ Act with integrity and fairness in all my interactions with students, colleagues, and the community. I will uphold the ethical standards of our profession and ensure honesty in all my professional activities.
- ✓ Respect the dignity of all individuals and foster an inclusive environment that welcomes diversity of thoughts, experiences, and backgrounds. I will promote respect among students and staff alike.
- ✓ Engage in professional development to enhance my skills and knowledge. I will collaborate with my peers to improve our educational offerings and share best practices that benefit our institution.
- ✓ Advocate for the needs of our students and the institution. I will take on leadership roles when necessary and contribute positively to our community and the broader educational landscape.

By affirming this pledge, I am committed to performing my role to the best of my ability, contributing to a positive and productive learning environment at Austin Medical Assistant Training

Instructor Signature

Staff Signature

Austin Medical Assistant Training (AMAT) Student Pledge

As a student of Austin Medical Assistant Training, I pledge to uphold the highest standards of academic integrity, professionalism, and personal responsibility. I commit to:

- ✓ Diligently pursue my studies
- ✓ Come to school on time, and be prepared to learn and work hard.
- ✓ Engage actively in learning and accept the challenges that come with my educational journey.
- ✓ Conduct myself with honor and integrity, showing respect towards the school, classmates, staff, and families.
- ✓ Uphold the ethical standards of the healthcare profession and maintain honesty in all my academic work.
- ✓ Support and collaborate with my peers and teachers, fostering an environment of mutual respect and teamwork. I recognize the strength in diversity and will embrace the diverse backgrounds and perspectives of my colleagues.
- ✓ Communicate regularly with my parents and teachers about school experiences to help me be successful. I will ask for help when needed and follow school rules and the social contract diligently.
- ✓ Bring necessary materials, complete assignments, and set aside enough time to complete my homework and projects efficiently.

By taking this pledge, I accept the responsibility to adhere to these principles throughout my time at Austin Medical Assistant Training, aiming to reflect the values and mission of AMAT in all my academic and professional endeavors.

Students Signature

General Rights

FERPA:

Austin Medical Assistant Training complies with the Family Educational Rights and Privacy Act (FERPA), a federal law that protects the privacy of student education records. The FERPA Compliance Policy ensures the confidentiality, security, and appropriate use of student records in accordance with FERPA regulations.

Student Education Records:

Any records directly related to a student that are maintained by the institution or its agents. This includes academic records, transcripts, enrollment status, financial aid records, and other personally identifiable information.

Confidentiality of Student Records: Austin Medical Assistant Training maintains the confidentiality of student education records in compliance with FERPA regulations. Access to student records is limited to authorized school officials with legitimate educational interests, including faculty, staff, administrators, and contractors who require access to perform their official duties.

Personally identifiable information from student education records is not disclosed to third parties without the written consent of the student, except in cases of directory information or as permitted by FERPA exemptions. Requests for student information from external parties are processed in accordance with FERPA regulations and institutional policies.

Austin Medical Assistant Training designates certain categories of student information as directory information, which may be disclosed without student consent unless the student has opted out. Students have the right to request non-disclosure of directory information by submitting a written request to the Registrar's Office.

Students have the right to inspect and review their education records maintained by the institution within a reasonable timeframe. Requests for access to student records should be submitted in writing to the Registrar's Office, which will facilitate access and provide copies of records as required by law.

Students have the right to request the amendment of their education records if they believe the records are inaccurate, misleading, or in violation of their privacy rights. Requests for amendment should be submitted in writing to the Registrar's Office, which will review and respond to the request in accordance with FERPA guidelines.

Austin Medical Assistant Training employs appropriate administrative, technical, and physical safeguards to protect the security and integrity of student education records. Access to electronic

records is restricted through password authentication and other security measures to prevent unauthorized access or disclosure.

Faculty, staff, and other personnel with access to student records receive training on FERPA regulations, institutional policies, and best practices for safeguarding student information. Training programs promote awareness of privacy rights, confidentiality obligations, and procedures for handling student records appropriately.

Austin Medical Assistant Training conducts regular audits and reviews of its FERPA compliance practices to ensure adherence to federal regulations and institutional policies. Compliance efforts are overseen by the Registrar's Office or designated compliance officer, who monitors implementation and addresses any identified deficiencies.

Students, parents, and other stakeholders may submit complaints or inquiries regarding FERPA compliance to the Registrar's Office or designated privacy officer. Complaints are investigated promptly, and appropriate corrective actions are taken to address any violations of FERPA regulations or institutional policies.

Austin Medical Assistant Training provides annual notification to students of their rights under FERPA, including the right to inspect and review education records, the right to request amendment of records, and the right to opt out of directory information disclosure. Notices are disseminated through institutional publications, websites, and other communication channels.

Discrimination Grievance Procedures (Title IX complaint filing)

AMAT prohibits, on campus or school activity, discrimination, harassment, including sexual harassment, intimidation, and bullying, based on actual or perceived race, color, ancestry, nationality, national origin, immigration status, ethnic group identification, ethnicity, age, religion, marital status, pregnancy, parental status, physical or mental disability, sex, sexual orientation, gender, gender identity, gender expression, or genetic information, or association with a person or group with one or more of these actual or perceived characteristics. This shall apply when applicable, to interns, volunteers, and job applicants. For questions, concerns or complaints, please contact the dean officer and compliance officer at krichard@amat.edu or 718-487-4010.

Students who believe they have been subjected to discrimination, harassment, sexual misconduct, stalking, or retaliation based on sex may file a formal complaint with the Title IX Coordinator or designated authority. Complaints should be submitted in writing and include detailed information about the alleged misconduct.

Upon receipt of a Title IX complaint, Austin Medical Assistant Training conducts a prompt, thorough, and impartial investigation to determine the facts and circumstances of the alleged

misconduct. Investigators gather evidence, interview witnesses, and provide opportunities for the complainant and respondent to present information.

Interim measures may be implemented to protect the safety and well-being of the complainant and respondent during the investigation process. These measures may include no-contact orders, academic accommodations, changes in housing or class schedules, or other supportive measures as deemed appropriate.

Upon completion of the investigation, the institution makes a determination regarding the merits of the complaint and takes appropriate action to address any violations of Title IX. This may include disciplinary sanctions against the respondent, remedial measures to address the effects of the misconduct, and efforts to prevent recurrence.

Both the complainant and respondent have the right to appeal the outcome of the Title IX investigation and any disciplinary sanctions imposed. Appeals are reviewed by an appellate body or designated authority, which evaluates the fairness and adequacy of the investigation and resolution process.

Austin Medical Assistant Training respects the privacy and confidentiality of individuals involved in Title IX complaints to the fullest extent permitted by law. Information disclosed during the investigation and resolution process is shared only with individuals who have a legitimate need to know for purposes of addressing the complaint.

The Student Complaint Policy, Discrimination, Harassment, Sexual Misconduct, Stalking, and Retaliation Policy, and Discrimination Grievance Procedures are subject to periodic review and evaluation to ensure compliance with institutional policies, Title IX regulations, and legal requirements. Feedback from students, faculty, staff, and stakeholders is solicited to identify areas for improvement and make necessary revisions to the policies and procedures.

Academic Freedom

Our institution values academic freedom as a cornerstone of education. This means that both students and faculty are encouraged to explore, discuss, and express ideas freely, even if those ideas are challenging or controversial.

We have an environment where the students have the right to learn, where they can express their thoughts and ask questions openly. Students are encouraged to engage with different viewpoints and participate in discussions that help them grow academically and personally.

We are committed to providing a learning environment where everyone feels free to explore ideas and contribute to academic discussions respectfully and thoughtfully. This commitment ensures that our academic community remains dynamic and inclusive.

Confidentiality Policy

Confidential Information: Austin Medical Assistant Training recognizes the importance of protecting confidential information, including but not limited to student records, personnel files, financial data, and proprietary information.

Access Control: Access to confidential information is restricted to authorized personnel with a legitimate need-to-know basis for performing their job duties. Access privileges are granted based on job responsibilities and are regularly reviewed and updated as needed.

Data Security: The school employs physical, technical, and administrative safeguards to protect confidential information from unauthorized access, disclosure, alteration, or destruction. These safeguards may include encryption, password protection, secure storage facilities, and restricted access to computer systems and databases.

Confidentiality Agreements: Personnel who have access to confidential information are required to sign confidentiality agreements outlining their obligations to maintain the confidentiality and security of the information entrusted to them. These agreements also specify the consequences of unauthorized disclosure or misuse of confidential information.

Training and Awareness: Austin Medical Assistant Training provides regular training and awareness programs to educate personnel about their responsibilities regarding confidentiality and the importance of safeguarding sensitive information. Training topics may include data privacy laws, security best practices, and handling confidential information in various contexts.

Breach Response: In the event of a suspected or actual breach of confidentiality, the school will promptly investigate the incident, mitigate any potential harm, and take appropriate corrective actions to prevent recurrence. Personnel involved in the breach will be subject to disciplinary measures, up to and including termination of employment.

Third-Party Confidentiality: At the moment the school is not into any agreement engaging third-party vendors, contractors, or partners who may have access to confidential information. In case that Austin Medical Assistant Training requires use of a third party servicer, we will require them to sign a confidentiality agreement and adhere to strict confidentiality and data security standards.

Student Confidentiality

Student Records: Student records, including academic transcripts, enrollment forms, and disciplinary records, are maintained in compliance with applicable laws and regulations, such as the Family Educational Rights and Privacy Act (FERPA). Access to student records is limited to authorized personnel and is provided to students or their designated representatives upon request.

Student Privacy: Austin Medical Assistant Training respects the privacy of students and their families and does not disclose personally identifiable information without consent, except as required by law or in emergency situations where health or safety is at risk.

Confidential Counseling Services: Confidential counseling services are available to students who may be experiencing personal, academic, or emotional challenges. Counseling sessions are conducted in a private and supportive environment, and information shared during counseling sessions is kept confidential, except in cases where there is a risk of harm to self or others.

Personnel Confidentiality

Personnel Files: Personnel files, including employment applications, performance evaluations, payroll records, and disciplinary actions, are maintained in a secure and confidential manner. Access to personnel files is restricted to authorized personnel involved in personnel management and administration.

Employee Health Information: Health information related to employees, such as medical records and disability accommodations, is treated with the utmost confidentiality and is accessible only to designated personnel on a need-to-know basis.

Confidential Communications: Austin Medical Assistant Training respects the confidentiality of communications between personnel and their supervisors, colleagues, or representatives, including discussions related to employment matters, grievances, and workplace issues.

Use of Personal Information Policy

Purpose of Collection: Austin Medical Assistant Training collects personal information from students, faculty, staff, and other individuals for legitimate educational, administrative, and operational purposes. Personal information is collected only to the extent necessary to fulfill these purposes and is used in accordance with applicable laws and regulations. **Types of Personal Information:** Personal information collected by the school may include but is not limited to:

Student records such as: names, addresses, contact information, academic transcripts, and enrollment history.

Personnel records such as: employment history, performance evaluations, payroll information, and benefits enrollment.

Financial information such as: tuition payments, financial aid applications, and banking details.

Other information provided by individuals such as demographic data, emergency contacts, and preferences.

- ✓ Legal Basis for Processing: Austin Medical Assistant Training processes personal information based on legal grounds such as:
- ✓ Consent: Obtaining consent from individuals before collecting or using their personal information, unless another legal basis applies.
- ✓ Contractual Obligations: Processing personal information necessary for fulfilling contractual obligations with students, employees, or other parties.
- ✓ Legal Compliance: Complying with legal obligations, such as regulatory requirements, reporting obligations, and court orders.
- ✓ Legitimate Interests: Pursuing legitimate interests of the school or third parties, provided that such interests are not overridden by the interests or fundamental rights and freedoms of individuals.

Use of Personal Information: Personal information is used for the following purposes

- ✓ Academic and Administrative Purposes: Managing student enrollment, academic records, course registration, grading, and graduation processes.
- ✓ Human Resources Management: Recruiting, hiring, training, evaluating, compensating, and managing personnel.
- ✓ Financial Management: Processing tuition payments, financial aid applications, payroll, and billing.
- ✓ Health and Safety: Providing healthcare services, accommodations, and support, ensuring campus safety, and complying with health regulations.
- ✓ Communications: Sending informational, administrative, and promotional communications to students, faculty, staff, alumni, and other stakeholders.
- ✓ Research and Analysis: Conducting educational research, assessments, surveys, and analytics to improve programs, services, and operations.
- ✓ Data Minimization: Austin Medical Assistant Training adopts principles of data minimization to ensure that personal information is collected and retained only for specific and lawful purposes. The school regularly reviews its data collection practices to identify and eliminate unnecessary or excessive data.
- ✓ Security Measures: Personal information is protected through appropriate technical, organizational, and administrative security measures to prevent unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, firewalls, security training, and regular security audits.
- ✓ Third-Party Sharing: Austin Medical Assistant Training may share personal information with third-party service providers, partners, or affiliates for purposes such as data processing, IT support, educational services, and compliance with legal obligations. The

school enters into contracts and agreements with third parties to ensure that personal information is handled securely and in accordance with applicable privacy laws.

- ✓ **Individual Rights:** Individuals have certain rights regarding their personal information, including the right to access, rectify, delete, restrict processing, and object to the processing of their personal information. The school provides mechanisms for individuals to exercise these rights and responds to requests promptly and in accordance with applicable laws.
- ✓ **Compliance and Oversight:** Austin Medical Assistant Training appoints a designated privacy officer or committee responsible for overseeing compliance with privacy laws, regulations, and policies. The privacy officer or committee conducts regular assessments, audits, and reviews to ensure that personal information is handled in accordance with applicable requirements.

Guidance and Counseling Policy

Student Support Services: Austin Medical Assistant Training is committed to providing comprehensive guidance and counseling services to support the development of students. These services encompass orientation, academic advising, personal counseling, tutoring, career guidance, and referrals to external resources as needed.

Qualified Counselors: The school employs qualified counselors who possess the necessary credentials, training, and experience to effectively address the diverse needs of students. Counselors adhere to professional ethical standards and maintain confidentiality in their interactions with students.

Accessibility and Outreach: Guidance and counseling services are accessible to all students in a need basis. Off campus counseling support referral is given as needed.

Outside support agencies (Free Support):

- NYC 988 - Talk. Text. Chat. 24/7
- Get Help Now - NYC 988
- <https://omh.ny.gov/omhweb/bootstrap/crisis.html>

Academic Advising

Academic Planning: Academic advisors work collaboratively with students to develop personalized academic plans based on their educational goals, program requirements, and career aspirations. Advisors assist students in selecting courses, navigating curriculum pathways, and monitoring progress toward degree completion.

Degree Audit: Academic advisors conduct degree audits to review students' academic records and ensure that they are on track to meet graduation requirements. Advisors identify any deficiencies or areas of concern and work with students to develop strategies for academic improvement and success.

Policies and Guidance Related to Specific Disabilities

Deaf, Hard of Hearing, and Deaf-Blind

Accessibility Accommodations: Austin Medical Assistant Training at the moment does not provide material such as sign language interpreters, captioning services, assistive listening devices, tactile sign language interpreters, and tactile graphics to serve deaf, hard of hearing, or deaf-blind students.

Learning Disorders:

Accommodations and Support Services: Austin Medical Assistant Training offers accommodations and support services to students with learning disorders, such as dyslexia, ADHD, or processing disorders. Accommodations may include extended time for exams, preferential seating, note-taking assistance, and access to assistive technology.

Individualized Education Plans (IEPs): Austin Medical Assistant Training is not equipped to provide assistance with learning disorders. We believe in the near future we may develop an individualized education plan in collaboration with faculty, advisors, to serve this community.

Accessibility Resources: The school provides resources and support services, such as tutoring, study skills workshops, and academic coaching, to help students who are falling behind to overcome academic challenges and develop effective learning strategies.

Morbid Obesity:

Accessible Facilities: Austin Medical Assistant Training ensures that campus facilities, classrooms, laboratories, and clinical settings are accessible to students with mobility impairments, including those related to morbid obesity. Our classrooms are capable of arranging this type of students to provide a comfortable learning environment.

Comfort and Support: The school provides accommodations to ensure the comfort and well-being of students with morbid obesity, such as ergonomic seating options, breaks during prolonged periods of sitting, and access to restroom facilities equipped with appropriate accommodations.

Health and Wellness: Austin Medical Assistant Training offers guidance and support to promote the health and wellness of students.

Non-Discrimination Policy: The school maintains a non-discrimination policy that prohibits discrimination on the basis of disability, including morbid obesity. Students with morbid obesity are entitled to the same rights, privileges, and opportunities as all other students and any instances of discrimination or harassment are addressed promptly and effectively.

Substance Use Disorders

Education and Prevention Programs: Austin Medical Assistant Training implements education and prevention programs to raise awareness about substance use disorders, addiction, and the risks associated with substance abuse. These programs may include educational articles, guest speakers, and informational materials.

Support Services: The school offers support services to students struggling with substance use disorders, including counseling, and access to community resources for substance abuse treatment and recovery. NYC support agencies:

- Get Help Now - NYC 988
- <https://oasas.ny.gov/>

Confidentiality and Privacy: Austin Medical Assistant Training maintains strict confidentiality and privacy protections for students seeking support for substance use disorders. Information disclosed during counseling sessions or treatment referrals is kept confidential in accordance with applicable laws and professional ethical standards.

Non-Punitive Approach: The school adopts a non-punitive approach to addressing substance use disorders, focusing on prevention, intervention, and support rather than punitive measures. Students are encouraged to seek help without fear of disciplinary action, and the school prioritizes their health and well-being.

Terminal Illness

Compassionate Support: Austin Medical Assistant Training provides compassionate support to students facing terminal illness, including assistance in navigating academic and personal challenges.

Accommodations and Flexibility: The school offers accommodations and flexibility to students with terminal illness to help them continue their education while managing their health needs. Accommodations may include extended deadlines, modified schedules, and alternative assignment options.

Faculty and Staff Training: Faculty and staff receive training on supporting students with terminal illness, including communication skills, empathy, and strategies for providing effective academic and emotional support.

SCHOOL HOLIDAYS CALENDAR

School will be closed on the following holidays:



AMAT is open all year around except for the holidays marked above

Hours of Operations



Attendance Policy

Attendance Requirement: Students are expected to attend all scheduled classes, laboratory sessions, and clinical rotations as outlined in the program curriculum. Regular attendance is essential for acquiring the knowledge and skills necessary for success in the healthcare field.

Attendance Tracking: Attendance is recorded electronically for each class session and clinical rotation. Faculty members and clinical instructors monitor student attendance regularly and provide feedback to students on their attendance records.

Absence Notification: Students are required to notify the school in advance of any planned absences due to personal or medical reasons. In the event of an unexpected absence, such as illness or family emergency, students must notify the school as soon as possible and provide appropriate documentation, such as a doctor's note or court summons.

Makeup Work: Students are responsible for making up missed coursework and assignments in accordance with the school's makeup policy. Faculty members will provide guidance on the completion of makeup work and may offer additional support to ensure that students are able to meet the learning objectives of the missed sessions.

Students are expected to be in class for the prescribed number of hours for which they have enrolled. Continuous absences, which, in the opinion of the faculty and administration, hinder educational objectives and result in unsatisfactory achievement, may lead to termination of the student's enrollment. Absences for acceptable personal or medical reasons will not lead to termination although the student's projected date of graduation may have to be revised. Excessive lateness and leaving early will be counted as absences. AMAT attendance policy is based on a percentage of course hours attended. Poor attendance, tardiness, or early departure can substantially affect the student's ability to master the knowledge and skill objectives for satisfactory completion of the course. Consistent absence will affect the final grade thereby affecting the cumulative grade point average and putting the student at risk of falling below satisfactory progress standards.

The following documented absences will be considered on appeal for excused absences in calculating final course "module" attendance:

- Mandated legal appointment
- Court appearance with subpoena provided
- Probation appointment with a letter from probation officer provided
- Jury duty with summons provided
- Military duty with a copy of orders provided
- Illness (self or family) with doctor's note containing an original signature. Students should understand that non-illness appointments (preventive visits, follow-ups, well-baby, etc.) are typically expected by employers to be made outside of work hours and therefore AMAT suggests the student do the same while in school
- Agency caseworker appointment with a letter from caseworker
- Bereavement accompanied with an obituary or death certificate

Permission to make-up the time exceeding the 15% limit is determined in consultation with the instructor with final approval from the Director of Education. Any further incidents of missed class will result in failure of the course. In rare cases, instructors may recommend additional make-up work or passing a student who has failed to meet the attendance requirement if there are extenuating circumstances involved and the student otherwise meets the academic requirements for passing the course. The School Director must agree to the exception. Good attendance and timeliness are important workplace skills and are crucial to educational programs with a strong hands-on, practical component. Students are made aware of these policies at orientation and on the first day of all classes. Late arrival, early departure and lateness returning from breaks are also incorporated into the cumulative absence and can result in a possible

Absence Policy

Attendance is reviewed daily. Students with a pattern of excessive absences may be referred to the dean and program director's office for further evaluation. The dean will assess the student's attendance record, academic progress, and any mitigating factors that may impact their ability to attend classes regularly. Based on the findings, appropriate interventions and support services may be provided to help the student improve their attendance and succeed academically.

Absence policy is subject to periodic review and evaluation to assess its effectiveness in promoting student attendance, academic success, and program completion. Feedback from students, faculty, and staff is solicited to identify areas for improvement and make adjustments to the policy as needed.

Excused Absences: Excused absences may be granted for documented medical reasons, family emergencies, court appearances, social worker appointments or other extenuating circumstances approved by the school administration. Students must submit a formal request for an excused absence and provide appropriate documentation to support their request.

Unexcused Absences: Unexcused absences are those that occur without prior notification or valid justification. Students who accumulate unexcused absences may be subject to disciplinary action, including academic penalties or dismissal from the program. Refer to the SAP policy for more information.

Satisfactory Academic Progress (SAP) Verification

All students are required to make satisfactory progress toward the completion of a degree or certificate. At Austin Medical Assistant Training, we are committed to ensuring that financial aid recipients maintain satisfactory academic progress (SAP) throughout their enrollment. Our SAP verification process is designed to assess students' academic performance on a weekly basis, providing early intervention and support to those who may be at risk of falling below the established standards.

✓ *Weekly SAP Review:*

- a. SAP is reviewed on a weekly basis to monitor students' academic performance and progression.

Satisfactory Academic Progress procedure:

- Satisfactory academic progress (SAP) must be maintained by all the students all the time
- SAP standards are equally applied to all students
- SAP evaluation varies by program it is performed as follow:
 - ✓ For Phlebotomy, Electrocardiograph (EKG Technician), Phlebotomy, Patient Care Technician and Medical billing and coding every week.
 - ✓ For Medical Assistant Certificate every week per course.

- ✓ For Diagnostic medical sonographer and A.A.S. Medical Assistant, courses under 170 hrs once a week, courses more than 171 hrs. and under 300 hrs. Every 2 weeks and courses more than 300 hrs every 3 weeks.

SAP Measurement:

A. Qualitatively: Quality of work is measured by cumulative grade point average (GPA) for each course/program using different points of evaluation as detailed in the course/program syllabus.

- ✓ SAP tracking sheet is being used to cover these points of evaluation in addition to customized clinical evaluation checklists whenever needed
- ✓ A student must possess a GPA of 2.0 or higher in each course/program to maintain SAP
- ✓ The student academic progress is graded according to the following scale:

Grade	Numerical Equivalent	Qualitative Equivalent	G.P.A.
A	90-100	Excellent	4.00
B	80-89	Good	3.00
C	75-79	Average	2.00
F	Below 75		0.00
W	Withdrawal		0.00

- ✓ The student who receives a final grade of “F” or “W”, in a course/ program will have to repeat that course/ program in order to graduate

B. Quantitatively: Quantity of work is measured by “Pace progression” and a “maximum time frame” in which the student must complete the educational objective.

An academic progress report is available in the student portal at the end of each course. A hard copy is available as per student request.

Withdrawal and Re-admission Policy

Austin Medical Assistant Training (AMAT) recognizes that students may need to withdraw from their program for various reasons. To accommodate this, AMAT provides a structured withdrawal policy that respects the needs of both the students and the institution.

Withdrawal Policy

Students are permitted to withdraw from their program at any stage. It is imperative, however, that students understand the financial implications associated with the timing of their withdrawal:

Withdrawal Deadline: Students who withdraw after the established withdrawal deadline are obligated to pay the tuition fees for the entire quarter. This policy is uniformly applied to all students, irrespective of their payment method, whether it be out-of-pocket or through financial aid.

Re-admission

Students who have withdrawn from any program and wish to return may submit a request for re-admission. The following conditions apply:

- Re-admission must be requested within 45 days from the official date of withdrawal.
- The decision to approve a re-admission request rests with the Director of AMAT and the Dean of Student Affairs. Approval is contingent upon a review of the student's academic record, reasons for withdrawal, and the capacity of the desired program at the time of the request.

Withdrawal Deadline and Tuition Responsibility Schedule

1 st Quarter	% Student Responsibility
Prior or during week 1	0%
During week 2	25%
During week 3	50%
During week 4	75%
After 4 th week	100%

Subsequent Quarters	(For Eligible Programs)
Prior or during week 1	25%
During week 2	50%
During week 3	75%
During week 4	100%

Students are encouraged to discuss potential withdrawal and re-admission with their academic advisor to fully understand the process and implications. AMAT is committed to supporting students through transitions and ensuring they have the information needed to make informed decisions about their educational path.

Financial

The Financial Department at Austin Medical Assistant Training (AMAT) is committed to ensuring that all students fully understand their financial obligations associated with their educational journey. This policy outlines the support and guidance provided by the department to help students manage their financial responsibilities effectively.

Understanding Financial Responsibilities

The Financial Department provides clear and comprehensive information to students about the costs associated with their program, including tuition, fees, and other expenses. This is essential for students to plan their finances accordingly.

Payment Plan Arrangements

Recognizing that students may need flexibility in managing their financial obligations, AMAT assists in setting up payment plans. These plans are designed to allow students to pay tuition and fees in installments over time, making education more accessible and manageable.

Fee Payment: Fees for duplicating records must be paid in advance at the time of the request. Payment methods accepted include cash, check, credit/debit card, or electronic payment through the school's online portal. Fees are non-refundable once payment has been processed.

\$50.00 – first returned check After a check is returned, all future payments must be made in cash, money order, or certified check.

Financial Aid Application Assistance

The Financial Department guides students through the process of applying for financial aid. This includes providing information on eligibility, deadlines, and required documentation. The goal is to ensure that students take full advantage of available financial aid resources to support their education.

Financial Aid Options at Austin Medical Assistant Training (AMAT)

We offer the following financial aid options to eligible students to help them manage the costs associated with their education. Eligibility is reviewed upon completion of a FAFSA application. To complete a FAFSA application, students must visit <https://studentaid.gov/h/apply-for-aid/fafsa>

Federal Pell Grant: This grant is awarded to undergraduate students who display exceptional financial need and have not earned a bachelor's or a professional degree. Unlike a loan, the Pell Grant does not have to be repaid, making it a valuable resource for eligible students.

Federal Direct Loans

AMAT participates in the Direct Loan program, which provides low-interest loans to eligible students to cover the cost of higher education. Direct Loans are funded by the federal government and include:

Direct Subsidized Loans: For undergraduate students with demonstrated financial need. The government pays the interest on these loans while the student is in school at least half-time, during the grace period, and during deferment periods.

Direct Unsubsidized Loans: Available to undergraduate and graduate students; there is no requirement to demonstrate financial need. The student is responsible for paying the interest during all periods.

These financial aid options are designed to make education accessible to students by alleviating some of the financial burdens associated with pursuing higher education. Students are encouraged to apply for financial aid early and seek assistance from the Financial Department to understand their eligibility and the application process thoroughly.

Cost of Attendance (COA) For FA Eligible Programs

Cost of Attendance (COA) is determined based on the state’s cost of living expenses, reflecting realistic estimates of what students need to cover education and living costs. This transparency helps students, and their families plan their budgets effectively.

Cost of Attendance Medical Assistant Program

Estimated Direct Charges	Off Campus
	<i>Undergraduate</i>
Tuition Fee	\$10,900
Fees	\$100
Book/Supplies	\$600
Other	\$0
Total Direct Changes	\$11,600
Estimated Indirect Charges	Off Campus
	<i>Undergraduate</i>
Loan Fee	\$56
Personal	\$3,136
Transportation	\$1,968
Room and Board	\$4,808
Total Indirect Changes	\$9,968
Total Cost of Attendance (COA)	\$21,568

Cost of Attendance Diagnostic Medical Sonography Program for Year 1 and 2

Estimated Direct Charges	Off Campus
	<i>Undergraduate</i>
Tuition Fee	\$9,585
Fees	\$100
Book/Supplies	\$532.55
Other	\$0
Total Direct Changes	\$10,218.35
Estimated Indirect Charges	Off Campus
	<i>Undergraduate</i>
Loan Fee	\$98
Personal	\$2,751
Transportation	\$1,743
Total Indirect Changes	\$4,592
Total Cost of Attendance (COA)	\$14,810.35

Cost of Attendance Diagnostic Medical Sonography Program for Year 3

Tuition Fee	\$3,865.40
Fees	\$0
Book/Supplies	\$434.90
Other	\$0
Total Direct Changes	\$8,262.90
Estimated Indirect Charges	Off Campus
	<i>Undergraduate</i>
Loan Fee	\$62
Personal	\$2,352
Transportation	\$1,476
Room and Board	\$3,606
Total Indirect Changes	\$7,496

Responsibilities of the Financial Department

- Ensure all financial obligations and options are communicated clearly to students.
- Provide ongoing support for financial planning, including assistance with financial aid applications and payment plan arrangements.
- Keep students informed about any changes in tuition, fees, or financial policies that may affect their financial planning.

Bursar

At Austin Medical Assistant Training the bursar department is in charge of procedures and responsibilities related to student financial accounts, billing, and payment processing. Ensuring transparency, fairness, and efficiency in managing financial transactions within the institution.

Billing and Payment Deadlines

Students are billed for tuition, fees, and other charges according to the academic calendar. Payment deadlines are clearly communicated to students, allowing sufficient time to settle their accounts before the start of classes or other specified deadlines.

✓ Accepted Payment Methods

The Bursar's Office accepts various payment methods, including credit/debit cards, checks, money orders, and cash. Online payment portals are available for convenient and secure transactions.

✓ Payment Plans:

Austin Medical Assistant Training offers flexible payment plans to assist students in managing their educational expenses. Payment plan options allow students to spread out the cost of tuition and fees over multiple installments, easing financial burden and promoting affordability.

✓ Delinquent Accounts

Students with delinquent accounts are notified of their outstanding balances and provided with opportunities to resolve payment issues. Late fees or financial holds are applied to accounts with overdue balances, and students are encouraged to contact the Bursar's Office to discuss repayment options.

✓ Financial Holds

Financial holds may be placed on student accounts for outstanding balances, preventing access to academic transcripts, course registration until the balance is paid in full or satisfactory arrangements are made with the Bursar's Office.

✓ Refunds and Disbursements

Refunds of credit balances resulting from overpayments or financial aid disbursements are processed promptly by the Bursar's Office. Students are notified of refund disbursement dates and delivery methods, which may include direct deposit or paper check.

✓ Financial Aid Disbursement:

Financial aid funds are disbursed by the Bursar's Office in accordance with federal regulations and institutional policies. Disbursements are coordinated with the Financial Aid Office to ensure timely delivery of funds to eligible students.

✓ Official Transcript fee

AMAT charges a fee of \$15 for each official transcript requested by a student or alumni. This fee covers the administrative costs associated with preparing and issuing the official transcript.

Requests for official transcripts must be submitted through the Registrar's Office either in person, by email, or through an online portal (Orbund).

Official transcripts are typically processed within 5 business days from the receipt of the request and payment. Expedited options may be available for an additional fee.

✓ Communication and Support

The Bursar's Office provides clear and accessible communication regarding financial matters, including billing statements, payment reminders, and refund notifications. Students are encouraged to contact the Bursar's Office for assistance or clarification regarding their accounts.

Note: All financial information provided to the Bursar's Office is treated with the utmost confidentiality and used solely for the purpose of managing student accounts and financial transactions.

Fees for Duplicating Records Policy

Transcript Duplicating Fee: Austin Medical Assistant Training charges a fee of \$15 per transcript for duplicating academic records, including official transcripts, unofficial transcripts, and academic records requested by students, alumni, or authorized third parties. This fee covers the cost of processing, printing, and mailing transcripts.

Certificate Duplicating Fee: The school charges a fee of \$75 for duplicating certificates, such as diplomas, certificates of completion, or professional certifications. This fee applies to requests for duplicate certificates requested by students, alumni, or authorized third parties and covers the administrative costs associated with producing and distributing certificate duplicates.

Fee Payment: Fees for duplicating records must be paid in advance at the time of the request. Payment methods accepted may include cash, check, credit/debit card, or electronic payment through the school's online portal. Fees are non-refundable once payment has been processed.

Request Process: Individuals requesting duplicate transcripts or certificates must submit a formal request to the school's registrar's office or designated administrative department. Requests may be submitted in person, by mail and email. Requests must include the requester's name, student identification number (if applicable), contact information, the type of record being requested, and any additional instructions or preferences.

Processing Time: Austin Medical Assistant Training aims to process requests for duplicate records promptly and efficiently. Transcript requests are typically processed within 5 business days of the date of receipt, while certificate requests may take longer up to 30 days. Expedited processing is available for an additional fee.

Delivery Options: Duplicate transcripts and certificates may be delivered to the requester by mail, or in-person pickup, depending on the requester's preference of delivery options accepted by the school. Additional fees may apply for rush delivery or special handling requests.

Policy Review: This policy for fees for duplicating records is subject to periodic review and updates as necessary to ensure compliance with changing laws, regulations, and best practices. Any changes to the policy will be communicated through appropriate channels.

Externship

At Austin Medical Assistant Training we offer structured externship programs for our Medical Assistant and Ultrasound Technician students. These programs are integral components of our curriculum, designed to provide students with practical, hands-on experience in their field of study.

Externship Overview:

- *Medical Assistant Program:* Students are required to complete 200 hours of clinical externship.
- *Ultrasound Technician Program:* Students must complete 1090 hours of clinical externship.

Placement Process

- The Career Services Department at AMAT is responsible for arranging externship placements. This ensures that placements are not only appropriately matched to the students' educational needs but are also conveniently located near their homes whenever possible.
- Our placements are selected based on their ability to provide a diverse range of patient interactions and learning opportunities, thus enriching the student's practical experience.

Student-Initiated Placements

- Students have the option to search for their own externship sites. However, any site chosen by the student must either have an existing agreement with AMAT or must be willing to enter into such an agreement before the student can begin their externship. This ensures that all externship sites meet AMAT's standards for quality and safety.

Externship Goal:

The primary goal of our externship programs is to allow students to apply the knowledge and skills they have acquired throughout their coursework in a real-world healthcare setting. This practical application is crucial for developing competency in clinical skills, enhancing professionalism, and fostering a deeper understanding of patient care dynamics.

Student Responsibilities:

Students are expected to adhere to the professional and ethical standards taught during their academic programs while at their externship sites. They should approach their externship as a professional commitment, which includes maintaining punctuality, respecting workplace policies, and demonstrating a proactive attitude in their learning.

Programs Offered

Program	Length	Schedule1	Schedule2	Schedule3	Schedule4	Total Tuition +Fees
Medical Assistant Certificate		9am-2pm M-F	9am-5pm M-F	5pm-10pm M-F	8am-4:30pm S-Sun	\$11,600

Diagnostic Medical Sonography	9am-2pm M-F	N/A	5pm-10pm M-F	5pm-10pm Fri 8am-4:00pm S-Sun	\$28,600
Certified Nurse Aide	9am-2pm M-F	N/A	5pm-10pm M-F	N/A	\$810
Phlebotomy	9am-12pm M-F	N/A	7pm-10pm M-F	8am-4:30pm S-Sun	\$650
Electrocardiograph	9am-12pm M-F	N/A	7pm-10pm M-F	8am-4:30pm S-Sun	\$650
Medical Billing & Coding	9am-12pm M-F	N/A	7pm-10pm M-F	8am-4:30pm S-Sun	\$1,150
Patient Care technician	9am-12pm M-F	N/A	7pm-10pm M-F	8am-4:30pm S-Sun	\$1,600
A.A.S. Medical Assistant	9am-2pm M-F	9am-5pm N/A	5pm-10pm M-F	8am-4:30pm S-Sun	31,600

Graduation

This policy outlines the criteria for graduation eligibility and the process for issuing Certificates of Completion at Austin Medical Assistant Training (AMAT). This ensures that all graduates have met the rigorous standards required for successful completion of their programs and are duly recognized for their academic achievements.

Eligibility for Graduation

Students at AMAT must meet the following criteria to be eligible for graduation and to receive a Certificate of Completion and for the AAS in Medical Assistant, students who graduate from this program will be awarded an Associate of Applied Science degree in Medical Assistant:

Completion of Program Requirements

- Students must complete all required coursework and externship as specified in their program curriculum.
- Successful completion of all clinical and externship hours required by the specific program must be documented and verified by the program director.
- A minimum grade average of 75% as specified by the program must be maintained. This grade reflects the academic rigor and standards AMAT expects from its students to ensure their readiness for professional practice.

Settlement of Financial Obligations

- All tuition and fees associated with the program must be paid in full. Students with outstanding balances must settle these to be eligible for graduation.

Adherence to Conduct Policies

Students must adhere to all institutional policies, including those related to academic integrity and student conduct. Violations may result in disciplinary actions, impacting eligibility for graduation.

Degree Awarding

Upon meeting the graduation eligibility criteria, students will be awarded a Certificate of Completion. This certificate serves as official recognition from AMAT that the student has fulfilled all requirements of their academic program and is qualified to enter the professional field as a trained practitioner.

The Registrar's Office will review the records of all potential graduates to confirm that all eligibility criteria have been met.

Certificates of Completion and Associate of Applied Science degree in Medical Assistant will be prepared and signed by the School Director.

Students may receive their certificates or Associate of Applied Science degree in Medical Assistant during a formal graduation ceremony or via mail if they are unable to attend the ceremony.

Upon approval of the AAS in Medical Assistant, students who graduate from this program will be awarded an Associate of Applied Science degree in Medical Assistant.

Graduation Ceremony

Currently, Austin Medical Assistant Training (AMAT) does not host graduation ceremonies. The introduction of formal graduation events is planned and will be implemented starting the academic year of 2025-2026 for the medical assistant certificate, A.A.S in medical assistant and for diagnostic medical sonography certificate graduates.

Awards

AMAT proudly recognizes and honors outstanding student commitment and performance through various awards.

- I. *Perfect Attendance Award*: This award is given to students who maintain attendance at or above 90% throughout their academic term, demonstrating their dedication and consistency in participating in all scheduled classes.

Academic Achievement Awards

- I. *Merit Award*: Awarded to students who achieve grades between 80-90, this award acknowledges their significant academic achievement and consistent performance.
- II. *Academic Excellence Award*: Given to students who achieve grades between 90-100, this award celebrates exceptional academic prowess and mastery of course material.

These awards are part of AMAT's 2024 initiative to encourage students to excel in their attendance and academic endeavors, reinforcing the values of commitment and scholarly excellence.

Degree Award

- I. *Certification of completion:* All students who have met the program graduation and financial requirements are awarded with a certificate of completion or an Associate of Applied Science in Medical Assistant diploma depending on the graduating program.

Academic Advising

Academic advisors work collaboratively with students to develop personalized academic plans based on their educational goals, program requirements, and career aspirations. Advisors assist students in understanding courses, navigating curriculum pathways, and monitoring progress toward degree completion.

Academic advisors conduct degree audits to review students' academic records and ensure that they are on track to meet graduation requirements. Advisors identify any deficiencies or areas of concern and work with students to develop strategies for academic improvement and success.

Career Services and Workforce Development

Career Counseling: Austin Medical Assistant Training offers comprehensive career counseling services to assist students in exploring career options, developing career goals, and preparing for employment in the healthcare industry. Career counselors provide individualized guidance on resume writing, interview preparation, job search strategies, and professional networking.

Job Placement Assistance: The school facilitates job placement opportunities for students and alumni through partnerships with healthcare facilities, medical practices, and allied health organizations. Job placement assistance may include job postings, employer referrals, career fairs, and networking events.

Internships and Externships: Austin Medical Assistant Training collaborates with healthcare providers to offer externship opportunities for required programs that provide students with hands-on experience in clinical settings. These experiences allow students to apply their knowledge and skills in real-world healthcare environments and enhance their employability upon graduation.

Interview Preparation: Counselors conduct mock interviews and provide interview coaching to help students prepare for job interviews in the healthcare industry. Through simulated interview scenarios, students gain confidence, refine their communication skills, and learn strategies for presenting themselves professionally and effectively.

Employer Engagement: Austin Medical Assistant Training actively engages with employers to identify workforce needs, provide input on curriculum development, and facilitate job

placement opportunities for graduates. Employer feedback is solicited through advisory committees, employer surveys, and employer partnerships to ensure that programs are responsive to industry demands.

Job Readiness Training: The school provides job readiness training to equip students with the skills and knowledge needed to succeed in the job market. Job readiness training may include resume writing; interview skills, workplace etiquette, and professional communication to help students effectively navigate the job search process and secure employment.

Student Expectations and Responsibility

- While enrolled in the program at Austin Medical Assistant Training (AMAT), students are expected to adhere to the following guidelines to ensure a productive and respectful educational environment:
- Demonstrate respect towards all staff, faculty, and classmates. This includes maintaining professionalism in interactions, respecting different opinions, and fostering a positive learning atmosphere.
- Promptly inform the school admissions office of any changes in contact information to ensure effective communication. This is crucial for receiving timely updates regarding classes, changes in the schedule, or emergencies.
- Always wear the designated uniform while on campus or during any school-related activities. The uniform is a symbol of professional identity and commitment to the discipline required in healthcare settings.
- Comply with the attendance policy as outlined by AMAT. Regular attendance is essential for academic success and to meet the program's requirements, particularly in courses involving hands-on or experiential learning.
- Fulfill all academic requirements, including completing assignments on time, participating in discussions and practical exercises, and preparing for examinations. Academic diligence is critical to progressing through the program successfully.
- Actively engage in learning opportunities provided by the program. This includes asking questions, seeking help when needed, and taking advantage of resources offered by AMAT such as tutoring, workshops, and advising.
- All students are expected to arrive to class on time.
- Use professional, courteous language in speaking with fellow students, faculty, or administrative staff. Address all faculty or administrative staff by Dr., Professor, Mr., Mrs., Miss, or Ms.

By meeting these expectations, students contribute to a collaborative and supportive educational environment that enhances their learning experience and prepares them for successful careers in healthcare. Compliance with these guidelines is also reflective of the professional behaviors

expected in clinical settings, thus preparing students not only academically but also professionally.

Disciplinary Action Policy

AMAT is committed to fairness and transparency in the enforcement of this policy and to supporting the educational development of all students. This policy ensures that all students are aware of the standards of conduct expected of them and the consequences for misconduct.

The purpose of the Student Disciplinary Action Policy at Austin Medical Assistant Training (AMAT) is to maintain a safe, respectful, and conducive learning environment that supports academic and personal development. This policy outlines the procedures and disciplinary actions implemented by AMAT to address student behavior that violates institutional rules, codes of conduct, or external laws.

This policy applies to all students enrolled at AMAT, covering behaviors that occur on campus, at institution-sponsored events, and off-campus activities that may affect the institution's community.

Types of Misconduct: Misconduct for which students may be subject to disciplinary action includes, but is not limited to:

- Academic dishonesty, such as cheating, plagiarism, or falsification of information.
- Behavior that threatens the safety or security of the school community, including physical violence, harassment, and possession of prohibited items.
- Violation of institutional policies, such as those related to alcohol and drug use, discrimination, and harassment.
- Disruption of teaching, administration or other AMAT activities.

Actions: Depending on the severity and frequency of the misconduct, AMAT may implement one of the following disciplinary actions:

1. **Warning:** A formal admonition that does not remain as a permanent record but indicates that continuation or repetition of prohibited conduct may result in further disciplinary action.
2. **Probation:** A designated period during which a student must demonstrate good conduct and compliance with all institutional regulations. Violation of probation may result in more severe disciplinary actions.
3. **Suspension:** Temporary removal from the institution for a specific period. Readmission at the end of the suspension period is contingent upon compliance with specified conditions.
4. **Program Dismissal:** Permanent dismissal from the institution, noted on the student's official record.

All disciplinary proceedings are treated with the utmost sensitivity and confidentiality to protect the privacy of all individuals involved

Dress Code Policy

The Dress Code Policy at Austin Medical Assistant Training (AMAT) is designed to ensure a professional and safe learning environment that is conducive to both educational and clinical experiences. This policy outlines the required attire for students while on campus.

- ✓ Students are required to wear scrubs of a designated color specific to their program. This uniform approach not only reinforces a professional atmosphere akin to a healthcare setting but also promotes a sense of unity and equality among students, much like a team wearing the same jersey to foster team spirit.
- ✓ Closed-toe shoes are mandatory. This requirement is akin to a safety helmet on a construction site; it's essential for protecting one's feet in a busy, often unpredictable clinical environment where spills or dropped equipment can occur.
- ✓ Earrings should be small or stud-like. Hoop earrings or other dangling jewelry are not permitted. This rule serves a safety function—much like avoiding loose clothing around machinery—to prevent accidents during clinical training.
- ✓ Students, faculty, and staff are generally expected not to wear hats, caps, hoods, or other forms of casual headgear indoors across all campus facilities. This standard promotes professionalism and respects the cultural and academic significance of the educational setting, much like the etiquette observed in many professional workplaces
- ✓ **Religious Headgear-** Students and staff may wear headgear required by their religious beliefs (such as hijabs, turbans, kippahs, etc.). These items are recognized and respected as expressions of faith and are not subject to the general restrictions against indoor headgear.

Faculty and administrative staff will conduct regular checks to ensure compliance with the dress code. Non-compliance will be addressed on a case-by-case basis, with considerations for immediate correction or disciplinary action.

Students unable to comply with the dress code due to special circumstances must apply for an exemption in advance. This process is intended to accommodate individual needs while maintaining the overall intent of the dress code.

The dress code is more than just an arbitrary set of rules; it is a key component of the professional training environment at AMAT. By adhering to this policy, students not only prepare themselves for the standards expected in their future workplaces but also contribute to a functional, respectful, and inclusive educational atmosphere

List of items not accepted at Austin Medical Assistant Training (AMAT)

Weapons and Explosives

- Firearms, knives, tasers, and other dangerous objects.
- Any form of explosives or explosive devices.

Illegal Drugs and Alcohol

- All illegal drugs and drug paraphernalia.
- Alcohol

Hazardous Materials

- Unauthorized chemicals, gases, and other hazardous substances.

Pets and Animals

- Pets (except for ADA-defined service animals and approved emotional support animals).

Children

- While on campus, children must not be left unattended without adult supervision. While attending classes, you may not bring children to any of the classrooms including lecture rooms, medical laboratories, computer labs, the library, or the student lounge.

Inappropriate Clothing (Outside class time)

- Clothing with offensive language or graphics.
- Excessively revealing or inappropriate attire not suitable for a professional educational setting.

EMERGENCY PLAN

➤ IN CASE OF A MEDICAL EMERGENCY OR ACCIDENTS:

- The student, instructor or staff is instructed to contact the School Director and dial 911.
- If a medical emergency occurs in the School facility, staff members certified in (BLS / CPR) should begin to assist and contact 911 to summon Emergency Medical Services (EMS) or Ambulance.

- In non-life-threatening situations, a staff member may be asked to phone a family member whose phone number is on file in the Student's/ Employee's Permanent Folder or Human Resource Folder of a staff member.
- A First Aid Kit is maintained in the Clinical Lab for minor emergencies. All staff members should be aware of the location of this kit.

➤ **EVACUATION PROCEDURES IN CASE OF A FIRE:**

After the decision to evacuate the entire building has been made by the Fire Department, and the Alarm System activated, the following procedures should be followed:

- At the sound of the alarms, all students, employees and visitors should immediately take their positions as instructed by a pre-assigned evacuation team leader. An alternative team leader exists in case the Main Team Leader is not available or if the number of occupants is too large.
- Occupants must immediately begin to evacuate the Premises under the supervision and direction of the Evacuation Team Leader
- The Facility has access to two points of egress out of the building.
- If applicable, elevators are NOT to be used during a fire evacuation.
- Evacuated personnel shall congregate at a predefined assembly area and remain there until a decision is reached to re-occupy the building or send people home.
- The Evacuation Team Leader uses the lists of employees, students and visitors' names to account for everyone. OSHA regulations require an accounting to ensure that everyone has gotten out safely.
- The Fire Department will provide the "all clear" announcement. At this time, building occupants will be allowed to return to their offices.
- Medical emergencies (e.g. heart attacks, unconsciousness...etc.) during an evacuation must be immediately reported to the on-site Fire Department and / or paramedics.

➤ **EVACUATION OF INDIVIDUALS WITH DISABILITIES**

- Instructors or Floor Monitors are required to submit a list of individuals who have physical disabilities or special medical conditions to the Emergency Response Team or to the Front Desk Staff.
- Two co-workers should be assigned ahead of time to assist individuals with disabilities during an evacuation.
- However, Floor Monitors, Wardens, and the Fire Department may also be required to assist disabled individuals during an emergency evacuation
- It is the responsibility of ALL students to follow these procedures. No student should leave his / her group and wander around the building alone.

➤ **NATURAL DISASTERS**

In the event of a natural disaster, the following procedures should be followed:

- A. **HURRICANES:** Stay away from windows and stay inside if you are not told to evacuate.
 - B. **FLOODS & FLASH FLOODS:** Move to an upper level of the building. Do not evacuate unless you are told to do so.
 - C. **SEVERE THUNDERSTORMS & LIGHTNING:**
 - 1. Stay inside, away from windows, water, faucets, sinks and metal objects (i.e., shelter-in-place).
 - 2. Do not use telephones and turn off computers and any other electrical equipment.
- **LOCKDOWN**
- An act of violence in the workplace could occur without warning.
 - If loud “pops” are heard and gunfire is suspected, every student / employee should know to hide and remain silent.
 - Seek refuge in a room, close and lock the door, and barricade the door if it can be done quickly.
 - Hide under a desk, in the corner of a room and away from doors or windows.
 - Multiple people should be trained to broadcast a lockdown warning from a safe location.

Health and Safety Security Policy

Austin Medical Assistant Training is committed to providing a safe and healthy environment for all employees, students, visitors, and stakeholders. The Health and Safety Security Policy outlines our commitment to maintaining security measures to protect against potential threats and hazards and promote the well-being of our community. This policy applies to all individuals present on campus or engaged in school-related activities.

Security Measures:

1. *Physical Security:* We maintain physical security measures to safeguard our facilities, equipment, and resources. This includes controlled access to buildings, security cameras, lighting, and alarm systems to deter unauthorized access and prevent incidents.
2. *Emergency Preparedness:* Austin Medical Assistant Training has established emergency response procedures to address a range of potential threats, including fires, natural disasters, medical emergencies, and security incidents. Employees and students receive training on emergency protocols and evacuation procedures to ensure a prompt and coordinated response in crisis situations.

3. *Health and Safety Guidelines:* We adhere to health and safety guidelines and regulations established by local, state, and federal authorities to prevent the spread of illness and protect against occupational hazards. This includes implementing infection control measures, providing personal protective equipment (PPE), and promoting good hygiene practices among employees and students.

4. *Security Personnel:* Austin Medical Assistant Training relies on the support of the nearby police precinct for security needs, as the campus does not currently have on-site security personnel. The campus and its surroundings have remained safe for years, thanks to the diligent efforts of the local police force and the collaborative efforts of the community.

- Individuals are encouraged to report any security concerns, suspicious activities, or potential safety hazards to designated security personnel, supervisors, or administrative authorities promptly. Reports may be made in person, by phone, or through an online reporting system.
- The Health and Safety Security Policy is subject to periodic review and evaluation to ensure compliance with applicable laws, regulations, and best practices in security and safety management. Feedback from employees, students, and stakeholders is solicited to identify areas for improvement and make necessary revisions to the policy.

Lost and Found

If you lose anything, first check with your teachers and your classmates. Then check the lost and found as soon as you noticed you lost an item. Please look for your belongings on your own time, do not use class time for this matter. The school is not responsible for any lost items. All items not claimed in a timely fashion from lost and found will be donated or discarded depending on the type of item.

If you find something that is not yours, it is your duty to turn it in to your teacher or school clerk.

Books Policy

At Austin Medical Assistant Training (AMAT), we ensure that all students are equipped with the necessary textbooks for their specific programs. Textbooks are critical for meeting the educational goals of each course, and AMAT provides these materials at the start of each course or module.

AMAT is responsible for distributing the books according to the distribution schedule provided by their program directors.

If a textbook is lost or significantly damaged, students will be responsible for the cost of the book if replacement is required

All textbooks are not required to be returned to the designated office at the end of the course or academic term.

Probation Policy

Students will be placed on academic probation for the following reasons: if they violate the institution's misconduct policy or if their cumulative GPA falls below 2.0.

The duration of academic probation will be determined by the Dean, Program Director, and School Director after a thorough review of the student's performance and progress throughout the program.

Academic Suspension and Dismissal Policy

Austin Medical Assistant Training is committed to maintaining academic standards and supporting the success of all students. The Academic Suspension and Dismissal Policy outlines the procedures and consequences for students who fail to meet minimum academic requirements and standards of progress.

Students may be subject to academic suspension or dismissal for reasons such as:

- Failure to meet minimum grade point average (GPA) requirements as specified in the school's academic policies.
- Continued failure to meet satisfactory academic progress (SAP) standards for federal financial aid eligibility.
- Repeated academic probation status without improvement in academic performance.
- Violation of academic integrity policies, including plagiarism, cheating, or other forms of academic misconduct.

Notification of Suspension or Dismissal: Students subject to academic suspension or dismissal are notified in writing by the Office of Academic Affairs or designated administrative authority. The notification includes information about the reasons for suspension or dismissal, the duration of the suspension (for suspensions), and the right to appeal the decision.

Students have the right to appeal decisions related to academic suspension or dismissal within a specified timeframe. The appeals process allows students to submit written appeals, provide additional documentation or explanations, and request reconsideration of decisions by an appeals committee or designated academic authority. Appeals regarding academic probation are subject to approval or denial at the discretion of the Director, who will make the final decision based on the merits of each individual case.

SCHOOL'S OFFICIALS CONTACT INFORMATION

School Director: (Beshoy Boshra) Bboshra@amat.edu

School Admission Director: (Loren Miranda) info@amat.edu

Dean Officer: (Kathleen Richard) Krichard@amar.edu

School Administrator: (Fidelca Terrero) Fterrero@amat.edu

Financial Aid Director: (Fidelca Terrero) Careerservices@amat.edu

Program Director: (Abeer Noah) Anoah@amat.edu

All School officials can be reached at 718-487-4010, ask clerk to speak to the person of interest.

Austin Medical Assistant Training

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