



BOSTON REED COLLEGE



*The Partnership*  
**A GUIDE TO  
BOSTON REED COLLEGE  
PROGRAMS**



# Boston Reed

## TABLE OF CONTENTS

Welcome – A Summary of How to Get Started and What to Expect.....	3
About Us .....	4
Expected Outcomes .....	4
Mission Statement.....	5
Contact Information .....	6
Resources .....	7
Marketing Your Program.....	8-9
Student Information Session.....	10
Faculty Recruitment.....	11
Faculty Training.....	12-13
First Class Session .....	14
Student Program Materials .....	15
Financial Assistance Process for College Partners .....	16
Financial Assistance Process for Students.....	17-24
Classroom Equipment Delivery .....	25
Billing .....	26
Refunds .....	27
Student Transfers .....	28
“Moving On” Or Classroom Completion Ceremony.....	29
Handling Problems or Issues .....	30
Class Oversight .....	31
Program Specific Information.....	33-44
Externship .....	45-49
How You Can Help With Externships.....	50
Program Completion.....	51-52

## Boston Reed

### WELCOME!

Congratulations, you have decided to start a program with Boston Reed College! Here is a summary of how to get started and what to expect. We will put you in contact with a representative who will work directly with you to get started and also act as a conduit to other departments within our organization that may be participating in some capacity in the delivery of the program. For over twenty years, our team has met state licensing requirements, effectively maintained student records, and managed the externship placement of thousands of students in local pharmacies or medical facilities.

Here's how the partnership works:

- Boston Reed will support and collaborate with your marketing efforts.
- We give you a Student Information Example Packet with templates for your use that should be customized with your logo and school information. Please give the Student Packets to prospective students. We deliver textbooks directly to the student's home address once students are registered.
- We manage all student records, externships, and documentation.
- We work with your students if they need to apply for financial assistance through Sallie Mae or Tuition Options.
- We recruit, hire, and pay the instructors and develop, maintain, and update curriculum.
- We set up a free online registration system for your allied healthcare programs that you can use internally to help us both manage registrations or include as a link on your website for the public to access online registration.
- You provide the classroom, market the program in your catalog and community, and collect a profit.

To achieve the successful upstart of your new program, we will arrange two conference calls prior to the program starting. The first call, which may have already occurred with your Sales Representative, will introduce your Boston Reed Team and help you understand the overall process and next steps for implementation. The second will be to officially kick-off the program, and solidify the operations and marketing strategy specifically designed around your school and community needs. This call will be led by your Program Manager who is your Boston Reed Team Leader, and will be your primary point of contact to work with you and your team to deliver a successful program.

We look forward to working with you and your team to offer this in demand healthcare provider training for your community.

*Dana Bernard*

Dana Bernard – RN, MS  
President

## Boston Reed

### ABOUT US

Boston Reed, is a nationwide allied health training provider, that partners with fee-based and non-credit programs to offer popular, high job-demand training that can generate substantial revenue for its partners. Boston Reed provides instructors, program materials, marketing assistance and externship placement. Program offerings include Pharmacy Technician, Clinical Medical Assistant, Phlebotomy Technician and more. Partnering with an expert in allied health training can reduce risk, eliminate start-up costs, and generally make your program innovation manageable.

Since 1991, Boston Reed has created partnerships with thousands of medical facilities, healthcare providers and pharmacies for participants to complete the externship portion of their programs. Boston Reed has trained over 100,000 students who have gone on to successful healthcare careers.

In a partnership with Boston Reed, your school wins because you meet your mission without exhausting yourself and your staff. Your community wins because you provide access to training for the healthcare industry.

### EXPECTED OUTCOMES

Boston Reed is dedicated to training caregivers who provide safe, respectful healthcare. We expect all completing trainees to...

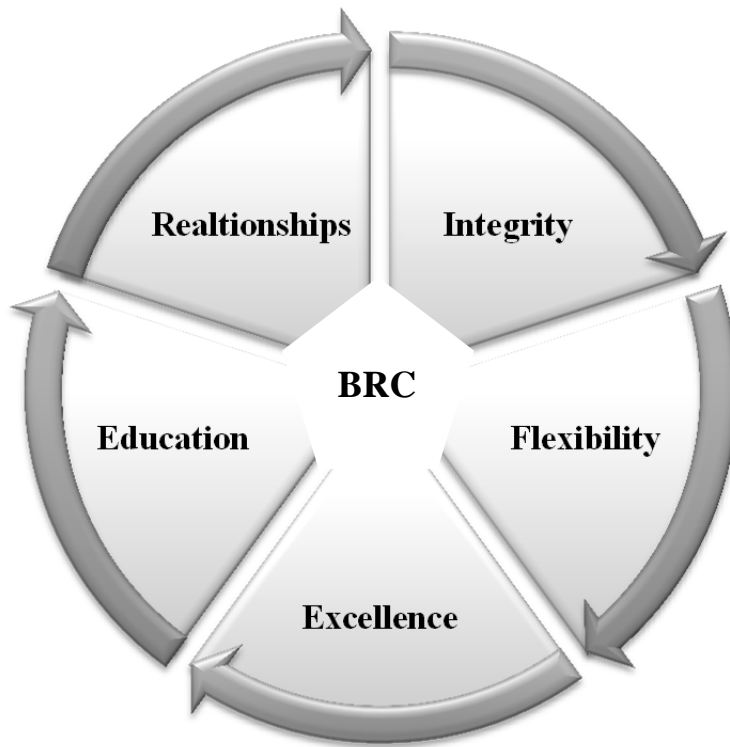
- **Apply** learned technical, workplace and life skills to the chosen allied health profession.
- **Communicate effectively** and professionally with clients, employers and members of the healthcare team.
- **Recognize lifelong learning opportunities** to allow the maintenance and growth of knowledge in their chosen profession.
- **Exercise critical thinking** to receive, process, and act on information that will lead to safe and effective care for clients served.
- **Work collaboratively** and independently in diverse environments, recognizing cultural and spiritual differences and treating others with respect and dignity.

## **Boston Reed**

### **MISSION STATEMENT**

Boston Reed is committed to building an organization which will provide our students, clients, strategic business partners, and team members with an opportunity to learn and work in an environment where quality products and services are always delivered at fair prices and in a friendly and professional manner. With our commitment to hiring good people; encouraging innovative thinking; practicing continuous self-assessment and implementing constructive change, we will continue to lead the industry in providing practical and affordable educational opportunities.

### **We Value:**



**CONTACT INFORMATION**

1. Program Manager: Your partnership manager.

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2. Toll-free: (800) 830-2228 or (800) 201-1141

During business hours, you can always reach a  
Customer Care Associate live by pressing zero “1”.

## Boston Reed

### RESOURCES

**Partner Resources:** <http://www.bostonreedcompany.com/resources/>

Here you can find ad copies and sample marketing tools to enhance your outreach, official program outlines, WIA funding information and other resources and information for schools who currently offer our programs.

**Distance Learning:** <http://bostonreed.com/careergarden>

Career Garden is Boston Reed' College's career preparation curriculum. Career Garden modules are designed for individual self-study. They not only give students guidance for building a career, but specific exercises to help grow their skills.

**Instructor Resources:** <http://www.bostonreedcompany.com/resources/instructors.html>

This area of our website is designed primarily to support our instructors with resources to enhance their classroom performance. Here instructors can interact online, share ideas and resources, access news, administrative forms and documents and learn about employment opportunities.

**Business Hours:**

Monday-Friday: 7:00 AM-6:30 PM

Saturdays *phone only*: 7:00 AM-4:00 PM

Phone: (707) 307-5000

Toll-free: (800) 830-2228 or (800) 201-1141

Fax: (707) 307-5017

*During business hours, you can always reach a  
Customer Care Associate live by pressing zero "1"*

## **Boston Reed**

### **MARKETING YOUR PROGRAM**

Here are three things your organization can do to get started offering allied health training in partnership with Boston Reed right away!

1. Market the program in your catalog.
2. Include Boston Reed's toll-free number 800-830-2228. Our team of Admission Consultants will sell the program by providing the highest quality of customer service.
3. Share prospects with Boston Reed so that our Admissions Consultants may make contact.

Molly Corbett Broad's, of the American Council on Education, statement about the downturn in the economy, "...it will be tough, but remember, tough times don't last; but tough institutions do!" Education has been tapped as the driver of economic development, growth and prosperity. In this tight economic climate of education, promote your most popular programs; ones you know will fill or be easy to expand, due to demand. Consider these tips to help boost enrollments by marketing your school, your brand and your students for your programs:

1. Plan activities to promote your programs! Have an open house or information session with a presentation on your most popular programs or with mini-seminars or tables set up with instructors answering questions for the programs that you offer. Call Boston Reed at 800-201-1141 for ideas or information on how to get started!
2. Encourage your staff, faculty and students to use social networking sites such as Facebook, Twitter, MySpace and others.
3. Know your audience and target your message to your audience. Baby boomers have different values than Generation X'er's. Make your message hit the mark with value propositions directed to what's important to them.
4. Consider words and themes in your messages. Even if you don't publish a catalog, consider using tag lines that inspire and encourage.
5. Share success with pictures, stories and interesting statistics from your alumni! Prospective students are inclined to believe what 'success stories' indicate when submitted by former students. Let them shine as the best representatives of your program. Encourage your happy customers to tell their story!
6. Online outreach through events/calendar sections or community listservs and message boards are a great way to get the word out.

**MARKETING YOUR PROGRAM** *continued*

7. Likewise, use press releases to announce the results of all program promotions or other events to your local newspaper to be printed in the community interest section. Connect with your local media often. Education is always a hot topic! Make sure they know about your programs, how to reach you and what's going on at your site that's newsworthy or of interest to their audience.
8. Donate to auctions and charitable events: Many schools and organizations have silent auctions to raise money. Donate a few single programs or specialty programs such as 'retirement planning' or fitness classes. The exposure for your school at the event can be very beneficial in getting your name out in the community.
9. Partner with members of the community to offer programs. Don't neglect to use K-12 and alternative schools. Don't be shy in asking members of the community, including businesses, to help promote your programs and refer students to your classes.
10. Use your printed newsletter, calendar, bulletin boards (both internally and externally) to drive home the benefits of the education you offer. Paper flyers are sometimes just the marketing relief people like to see in our paperless and electronic world lately! Make sure they're eye-catching!

## **Boston Reed**

### **STUDENT INFORMATION SESSION**

Each year Boston Reed offers information sessions providing thousands of prospective students the opportunity to attend a 'one-hour' student/program informational session.

These sessions are designed to present program information, the healthcare workforce/employment outlook, externship information, financing options, and career ladder options.

The information provided creates an opportunity to extend our mission to the students in order for them to be successful in the classroom, during their externship and throughout their profession.

Our online "Discover a Career in Healthcare" information sessions have proven to considerably increase enrollments and are a highly successful outreach vehicle.

- Sessions are scheduled in the evening.
- Presentations last about 1 hour.
- Students can expect to receive answers to questions about specific programs being offered, job prospects with the field, homework load, and externship opportunities
- Look for upcoming dates at <http://bostonreedcollege.com/contact/onlineinfosession.cfm>.

## **Boston Reed**

### **FACULTY RECRUITMENT**

Boston Reed upholds the highest standards in Faculty/Instructor Recruitment. Boston Reed hiring criteria is as follows:

- 5 Years of experience in the field.
- Teaching experience preferred.
- Display strengths identified as diversified experience.

The Boston Reed faculty recruitment process is as follows:

- The Boston Reed Faculty Coordinator will recruit and screen a lead instructor and a substitute instructor for each program.
- Boston Reed recommends our partners formally interview the candidates for final approval.
- The Boston Reed Faculty Coordinator will provide our partner with candidates to interview that meet our requirements. Upon your approval Boston Reed will extend the teaching opportunity. We encourage our partners to meet the instructor to insure we have the right person for the position. If needed the Faculty Coordinator will recruit further.
- Once the offer is accepted, we will have the instructor contact you for an introduction to your location and practices.

## **Boston Reed**

### **FACULTY TRAINING**

Boston Reed is committed to providing faculty members with the growth and development they need to uphold our organizational values and to help us achieve our educational goals.

#### **New Instructors**

New instructors are provided with the comprehensive training and orientation required to assist them with the above stated objectives. There are several steps in this process:

#### Four- Phase Orientation and Training

New instructors will be trained by Boston Reed on subjects within the following topics in a minimum of four phases:

- Administrative Orientation to Boston Reed Programs, Policies and Procedures
- Program Specific Orientation
- Train the Trainer: Including Instructional Methods and Learning Styles
- One-On-One Coaching

#### Individual Coaching

New instructors and their Boston Reed Program Manager remain in close communication before and after the start of each class. New instructors can have questions answered, provide feedback from students, and express any needs they may have or simply provide an update as to how class is going. This will continue throughout the duration of their employment. In some cases Boston Reed will provide a Faculty Mentor to attend with and coach the Instructor for one or more sessions.

#### Student Feedback

Students will provide feedback to the Program Manager throughout the program. Additionally, after module 2 or 3, students asked how things are going, about their satisfaction with the program and if they have any questions. Web based surveys may be used to collect information regarding students satisfaction. Information provided through these surveys that can assist the instructor with instructing or managing the class will be shared with the instructor and school partner.

#### Class Observation

At any time the class may be observed during an unannounced visit by a Boston Reed representative or a designee. Findings from the observation will be shared with the instructor and school partner.

**FACULTY TRAINING** *continued*

**All Faculty Members**

Ongoing Development

All faculty members are encouraged to learn new skills throughout each year or reinforce existing skills and apply them to their classrooms. Annually, they will be expected to complete at least two modules/training sessions that are focused on developing instructional skills. Requirements for fulfillment of this phase of the training are as follows:

1. Faculty members will participate in a workshop, presentation, class, study module or an online training module and earn Faculty Development Credits (FDC's) for each complete module.
2. In order to receive credits, instructors will submit an FDC Form along with proof of completion of the module/training session. The FDC form provides a synopsis indicating the value of the module/presentation and how it can or will be applied in the classroom.
3. All instructors contracted with Boston Reed for more than one year will be required to obtain at least two FDC's annually by December 1<sup>st</sup> of each year.
4. Instructors will also be assigned modules as the need arises, i.e., when performance issues indicate such.
5. Completion of more than two self-study modules in one year does not remove the requirement for completion of two modules the following year.

**FIRST CLASS SESSION**

**Example Agenda**

**Session One** (Full Day or First Meeting)

- Welcome & Verify Roster
- Ice Breaker - get to know you
- Class Rules & Expectations
- Student Handbook
- Syllabus (if appropriate for the program)
- Calendar

Lunch or End

**Session Two** (Full Day or Second Meeting)

- Role of Allied Health Professional/Background
- Clinical Medical Assisting begins Medical Terminology Intro
- Pharmacy Technician begins Brand & Generic Intro
- Phlebotomy Technician begins Module 1

## **STUDENT PROGRAM MATERIALS**

All student program materials are located on-line. The following program materials can be found at: <http://bostonreedcollege.com/online>

- The Student Assignment Sheet
- Class Handouts
- The Externship Resource Booklet
- Additional Program Specific Resources

### **Career Garden Modules**

Career Garden is Boston Reed's career preparation curriculum provided free of charge to each student. We call this training series “Career Garden” because gardens do not “just happen.” Gardens become gardens because someone takes initiative to design (based on the space available, the plants that will grow in the local climate, and the purpose the garden is to accomplish) and cultivate and nurture. Similarly, satisfying careers rarely happen by accident. They are more likely, though, when someone has taken time to assess one’s resources, to make a career plan, and to cultivate the qualities required for success.

Career Garden modules are designed for individual self-study. They not only give guidance for career building, but provide specific exercises to help grow employment skills.

### **What's In Each Module?**

Each Career Garden module has these elements:

1. Brief introductory comments providing rationale for the module as a value for career success.
2. A statement of objectives, which are the skills you will build or improve upon by completing the module.
3. Focus Questions at the beginning of each section that suggest what information is within.
4. Presentation of information, demonstration of skills.
5. Comprehension Questions at the end of each section to help you assess how well you have grasped the material.
6. Various worksheets and exercises in which you practice and demonstrate the skills targeted by the module.
7. A Quiz consisting of the Comprehension Questions encountered at the end of each section of the module.
8. A Discussion of Quiz Questions to explain the correct answers to the Quiz/Comprehension Questions.
9. A summary, on the Get Ready to Meet Your Coach page, of the requirements for completing the module successfully.

## **Boston Reed**

### **FINANCIAL ASSISTANCE PROCESS FOR COLLEGE PARTNERS**

Boston Reed (BR) provides financial assistance to the students of college partners through its partnership with Sallie Mae. Each college partner will make the decision whether or not to offer this service to its students.

#### **Procedure**

1. College partner will advertise the program to its students, as well as provide handouts to students at information sessions and in informational packets.
  - a. College partners will refer students with questions about this process to BRC via the college line 800-830-2228.
2. College partner will provide application instructions to students who inquire about loans.
3. Once approved, the student will provide the college partner with the confirmation number issued by Sallie Mae.
4. College partner will register student within BRC's Comprehensive Data Infrastructure (CDI), noting the payment method as Sallie Mae and listing Sallie Mae confirmation number.
  - a. College can access the registrant's payment method through CDI for tracking purposes.
5. Loan information and documentation will be between Sallie Mae and student. Once student has applied for Sallie Mae and signs contracts, Sallie Mae will release funds to BRC. BRC will note payment in pay panel within college's CDI site.
6. BRC receives information regarding student applicant.
7. BRC will send notification of approval letter via email to student to confirm approval and ask student to notify BRC Partner of which program they wish to enroll in.
8. Upon receipt of Sallie Mae funds, BRC will forward those monies to the college partner within 7-10 business days.
9. BRC will invoice college partner for tuition as per contract. If Sallie Mae funds have not been received for a college partner student, BRC recommends the college partner ask the student to leave the class. The college partner is responsible for decisions and actions regarding student being removed from class roster. The college partner should communicate these decisions to Boston Reed College, through the Program manager.

## FINANCIAL ASSISTANCE PROCESS FOR STUDENTS

Financial Assistance is available through Sallie Mae and its “**Smart Option Student Loan.**” Submit an on-line loan application and receive a decision in as little as 30 seconds! Benefits include fast approval, flexible repayment terms, auto debit, and interest rates and fees that reward good credit.

### Smart Option Student Loan

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Because the Smart Option Student Loan is based on credit and income, applying with a creditworthy cosigner, such as a parent, other relative or friend may offer assurance of eligibility. Benefits include:

- Greater chance of approval
- Possibility of a lower interest rate
- Opportunity to establish a credit history

#### Things to Consider

- Do you need additional funding?
- Sallie Mae loans are only good for 120 days (4 months) from the date you are approved. Borrower’s class will need to start during this 120 day period. If loan expires borrower will need to reapply.
- If you are applying with a cosigner, you will need to have information available from that person.

#### Students\* and cosigners:

To start your application, please have the following information available:

1. Social Security Numbers
2. Monthly income and financial information
3. Personal references

Do you have other student loans? If so, please have that information on hand as well.

*\*Students who are foreign citizens must be attending a U.S. postsecondary school and must apply with a creditworthy cosigner who is either a U.S. citizen or eligible permanent resident. Applicable documentation of residency is required.*

#### Things you will need

- You need to have a computer that uses current versions of Microsoft Internet Explorer, Mozilla Firefox, or Apple Safari. You should also enable JavaScript in your browser. You need hardware and software (and internet service) as necessary to support this software.
- You need to be able to view Hyper Text Markup Language (HTML) files and read Portable Document Format (PDF) files. To do this, you must have Adobe Acrobat Reader installed on your computer. It can be downloaded for free at: <http://get.adobe.com/reader>. You need hardware and software as necessary to support this software.

**FINANCIAL ASSISTANCE PROCESS FOR STUDENTS** *continued*

- Your consent will apply to all information we send to you, or disclose or communicate to you, relating to your student loan(s) or your student loan account(s) ("Communications") during your application process or as a result of the approval of your application. With respect to future Communications, your consent will apply in accordance with the preferences you indicate in your online session. Note: if you choose not to consent by selecting "Decline" during the online session, the online processing of your application will be terminated.
- You consent and agree that such Communications may be delivered to you by posting such Communications to your online account or on our website at <http://mediaserver.salliemae.com> , by sending such Communications to your designated email address, or by making such Communications available to you during your online session. Email Communications may include attachments or embedded links. Communications that you agree to accept electronically would include, without limitation, all notices and disclosures (such as your Truth in Lending and Privacy Policy disclosures), loan-related application materials, self-certification or other forms, promissory notes, and, to the extent you select during your online session, account statements, tax forms (including IRS Form 1098-E), future annual Privacy Policy disclosures, and other information. Your consent also permits us to obtain your electronic signature if you choose to sign certain Communications, such as the promissory note, electronically. If you do sign electronically, your electronic signature will bind you to the terms and conditions to the same extent as if you signed the Communications on paper with an ink signature.
- You consent to notify us whenever you change your email address. If you change your email address or if email is undeliverable to your email address, you must sign into your online account and update your email address if you want to continue to receive electronic Communications. If we receive an electronic notice that an email is undeliverable due to an incorrect or inoperative email address, then for Communications that we are required by law to send to you (such as IRS Form 1098-E), we will resend such Communications to you via U.S. Postal Service.

## **Boston Reed**

### **FINANCIAL ASSISTANCE PROCESS FOR STUDENTS *continued***

- You may obtain a paper copy of any Communication by printing it from your computer or by contacting us at the address listed below. You may obtain a paper copy of any electronic agreement or form that was submitted with an electronic signature by printing it from your computer or by asking us to send you a copy. We will not charge you unless the request exceeds a reasonable number. In no event will we charge you for a paper copy of IRS Form 1098-E. The request for a paper copy of any Communication will not by itself constitute a withdrawal of consent. Your IRS Form 1098-E will remain available electronically for at least one year after the date it is originally made available to you electronically.
- You may without charge withdraw consent to the use of electronic Communications and instead elect to use the U.S. Postal Service to obtain communications from Sallie Mae, Inc. by signing into your online account or by contacting us at 866-439-0993 or: Sallie Mae, Inc, P.O. Box 9500, Wilkes-Barre, PA 18773-9500

## Boston Reed

### FINANCIAL ASSISTANCE PROCESS FOR STUDENTS *continued*

#### Instructions for Applying

Go to <http://www.salliemae.com>

Private Student Loans: Select one of the following options

- Apply Now with \$25 fixed pay
- Apply Now with interest pay

#### Web Site Terms of Use:

Read completely and click 'I accept' to accept Sallie Mae's website terms of for the application process.

**Student Personal Information:** You will be asked to provide the following information

- Name
- Email Address
- Primary Telephone Number
- Date of Birth
- Citizenship (U.S. Citizen, Non-Citizen Permanent Resident or Foreign Citizen)
- Social Security Number
- Confirm Social Security Number

#### Permanent Address:

- Street Address
- City
- State
- Primary Telephone Number
- Secondary Telephone Number
- Years at Permanent Address
- Months at Permanent Address

#### School Information

- Enter "Boston Reed College, Napa, CA, 60665000"
- Degree/Certificate of Study – select Certificate
- Major - indicate **Other** for *Pharmacy Technician, Clinical Medical Assistant, Orthopedic Technician, EKG Technician, and Veterinary Assistant. Choose **Allied Health Medical Admin**- for the Administrative Medical Assistant. Choose **Paralegal** for the Professional Paralegal Academy program. Choose **Web/Online Student** for Electronic Health Records System Technologist.*
- Enrollment Status- Less than half time
- Grade Level- answer: Certificate/Continuing Ed
- Cumulative GPA

## Boston Reed

### FINANCIAL ASSISTANCE PROCESS FOR STUDENTS

- Scale
- Academic Period for the Loan: indicate month and year of program start and end date i.e. January 2011 – August 2011  
\*Contact BRC to determine the expected end date, and then select a date one year from BRC's expected program end date.
- Anticipated Graduation Date – *1 year from the end date of course*
- Select “Continue”

**Loan Application:** You will be asked to provide the following information

- Cost of Attendance
- Estimated Financial Assistance
- Calculated Loan Amount - *this field will be automatically calculated by the system*
- Requested Loan Amount - *borrowers can apply for funding for other education related expenses but amount should not exceed more than 60% above the course fee amount.*  
*John's program fee is  $\$2695 \times 60\% = \$1617$ ;  $\$2695 + \$1617 = \$4312.00$*   
**\*\*\*You should not request more than \$4312.00 or your loan may be denied\*\*\***

Applicants may estimate additional funds needed to complete their training program. Additional costs that are not included in course fees include uniforms, work shoes, CPR for the Healthcare Provider, Physical Exam and TB test. Other costs to anticipate which you may want to consider borrowing for include transportation and childcare. Consider carefully the amount of funding you are requesting to borrow, as if you exceed the limit, (60% over program fees, typically); you will be automatically denied. However, if you do need funds for additional costs that are not included in the program, you should request those funds at the time of your application.

**Limits-** Up to 60% above program fees, whether the loan is applied for by a solo applicant or an applicant with a co-borrower.

Disbursement – If you are approved for additional funds in excess of course fees, Sallie Mae will send funds directly to Boston Reed College.

**Employment Status:** You will be asked to provide the following information

- Employment Status
- Current Employer Name
- Occupation
- Work Phone Number
- Length of Time at Current Employer
- Gross Annual Income

**Financial Information:** You will be asked to check all that applies to you

- I have additional income to include

**FINANCIAL ASSISTANCE PROCESS FOR STUDENTS**

**Assets**

- I have a checking account
- I have a Savings, CD, and/or Money Market account

**Residence Information**

- Residence Type

**Personal Contacts:** You will be asked to provide two contacts of which one should be your relative.

- Name
- Primary Number
- Relation to Student
- Street Address
- City
- State
- Zip Code

**Choose How to Apply:**

- Apply individually
- Apply jointly with a cosigner

Click “Continue” to read disclosures and continue your application

**Confirm Ability to View PDF Documents: You must enter the code that is displayed on the screen**

*Click “Continue”*

**Permission to Communicate Electronically:** Have your documents delivered electronically instead of by mail. It’s free and more secure and convenient than paper documents. Agreeing to skip the snail mail allows you to access your documents up to five days faster and it reduces the risk of identity theft.

**Read it thoroughly and select how you would like to receive your account information.**

**Information about Rates and Fees:**

You should print or download a copy of any and all documents relating to the application process and loan. Also retain a copy for your records.

**Review Privacy Policy**

Read it thoroughly

Click ‘Submit Application’

*You are about to have your credit reviewed to start the process of applying for a private education loan.*

**Apply with a Cosigner-** Applicants can apply with a cosigner, cosigner will be required to provide

- Name
- Relationship to Student
- Email Address

## Boston Reed

### FINANCIAL ASSISTANCE PROCESS FOR STUDENTS

- Primary Phone
- Date of Birth
- Citizenship
- Social Security Number
- Address
- Years at Permanent Address
- Employment Status
- Gross Annual Income and financial information

You will get one of the following replies within 30 seconds:

- Pre-Approved
- Eligible w/Cosigner
- Denied
- Pending Review

#### **After You Have Completed the Online Application for Sallie Mae Smart Option Loan**

You will then receive an email with information about the above status of you application. If you do not receive an email within 2 days or have questions about your application contact **Sallie Mae at 888-272-5543**. To expedite your application process, be prepared to provide printed copies of official documents proving your identity if requested at a later date, (i.e. a \*legible copy of driver's license, social security card, etc.) Additional documents such as a recent pay stub, utility bill or further documentation may be required by Sallie Mae to complete your loan application process.

#### **If you have questions regarding the status of your loan status or approval you should first contact Sallie Mae at**

**888-272-5543**. Sallie Mae will be able to give you the most current information on your loan status and paperwork. Only the borrower can obtain the status of a loan application. If you still have questions after speaking with Sallie Mae you should contact Boston Reed College at 800-830-2228. Select '1' to speak to a live, customer service operator who can answer questions, check on status of funds that may have been received on your behalf, or refer you to the next step accordingly.

Once approved for the loan you will receive confirmation number from Sallie Mae. At this time please provide your college with the confirmation number assigned by Sallie Mae.

#### **1. When will I receive the money for my student loan?**

Sallie Mae will send the funds directly to Boston Reed College on the date requested, (disbursement date you indicate on your loan application.) Disbursement dates are requested on the application, students should indicate the first day of class as the disbursement date. To view more information regarding the dates and amounts for your

## **FINANCIAL ASSISTANCE PROCESS FOR STUDENTS**

loan, from the Main Menu, select the **Check Loan Status** link, and then click on the **View Details** button on the *'Your Loans at a Glance'* page to display the Application/Loan Details page. The disbursement information for the specified loan is listed at the bottom of the page. Confirm that the disbursement date is the first day of the course you are enrolling in.

### **2. How do I add a cosigner to my private student loan?**

If your cosigner has already begun the application process via the phone or online process, they will need to log in or register to create a new account. They will then select the Complete/Cosign a Loan option to complete the application process. The cosigner should use the following URL to begin the process:

<https://opennet.salliemae.com/cosigner>

If you will be asking a new cosigner to begin the application process, log in to OpenNet and select the View Cosigner Options from the Main Menu. This option will only display if you have a private loan application in process that is eligible for a cosigner. On the *'Your Cosigner-Eligible Loans'* page, you will select the appropriate button next to the loan: *'Add a Cosigner'*- if you haven't yet provided cosigner information; or *'Get Confirmation Number/PIN,'* if you previously supplied cosigner information. Follow the directions provided to you on the page that appears after selecting the desired option. Most Private Student Loans require the borrower to be a U.S. citizen or a non-citizen permanent resident or a foreign resident borrowing with a creditworthy cosigner. In all cases, a cosigner must be a U.S. citizen or non-citizen permanent resident. Citizenship documentation requirements may apply and, if applicable, will need to be provided during the application process.

### **3. When do I need to repay my student loan?**

Loan repayment may vary by loan program. Carefully read your *Promissory Note and Approval and Final Disclosures* (or *Truth in Lending Disclosure Statement and Repayment Schedule*) provided for private student loans so that you understand the loan's repayment terms.

## **Boston Reed**

### **CLASSROOM EQUIPMENT DELIVERY**

Boston Reed will deliver all the necessary storage equipment, necessary media tools and class supplies for each program.

- A representative from Boston Reed will contact you to arrange delivery of the storage cabinet(s) needed for classroom storage of supplies.
  - Size of cabinet – 3' X 6' X 18"
    - Pharmacy Technician – 0 cabinet
    - Clinical Medical Assistant – 2 cabinets
    - Phlebotomy Technician – 1 cabinet
    - Electrocardiography Technician – 1 cabinet
    - Veterinary Assistant – 0 cabinet
- Boston Reed will provide the instructor with all of the equipment and supplies for labs.
- Boston Reed will provide a laptop and LCD projector to the Instructor, if the classroom is not equipped with these presentation tools.
- Delivery of storage cabinet(s) and class supplies should be expected within a week before or after class start.

## Boston Reed

### BILLING

Our Accountant is your central point of contact for billing. If your students are paying you directly you can expect an invoice the week following the start of your class. Please notify our Accountant of any roster changes that occur after you receive the invoice. It is the Accountant's goal to meet your expectations in the following areas:

- Open and timely communication
- Questions regarding billing
- Questions regarding payments
- Student Sponsors with billing questions
- Accounts payable, accounts receivable, payroll questions
- Programs Online & Online Registration (OCR)

Above and beyond the listed services, please let the Accountant know how they can best meet your individual needs.

**Accountant:** Tricia Laws  
800-830-2228 ext: 5022  
[tricia@bostonreed.com](mailto:tricia@bostonreed.com)

## Boston Reed

### REFUNDS

Every school has a different refund policy. If you do not have a refund policy we can offer suggestions. Some schools do not provide refunds, some 50%, and some prorated. Most schools charge an administrative fee and maintain a percentage of their profit.

Boston Reed's Refund policy is as follows:

*No refunds will be granted after the completion of 60% or more of the program. If the program is cancelled in its entirety for any reason, the student is entitled to a full refund of all fees. All notices of cancellation, transfer or request for refund by a student must be submitted in writing and sent by mail or fax to Boston Reed for consideration.*

Here is the process if the student pays you directly:

When a student requests a refund for what you deem to be for a valid reason, you determine if a refund should be assigned, the school contacts Boston Reed and asks for a credit. Please contact the Boston Reed Accounting Department if a credit or refund from you will be required. If a refund is due a refund check will be sent out directly to the college. Books are not refundable and the student keeps the book.

You can charge an administrative refund fee and you can retain some of your profit. For example, when Boston Reed informs you that they will credit you \$1300, you may refund the student only \$1000 so that you have an administrative fee and some of your costs are covered. There is no risk to you, but there is no major profit either.

Your refund policy could read like this:

*Full refunds will only be given within the first two modules of class if the student fails the assessment test or if the student has an emergency. No refunds will be granted after the completion of 60% or more of the program. If the program is cancelled in its entirety for any reason, the student is entitled to a full refund of all fees. Partial refunds will be granted if student withdraws for a valid reason that is approved by the administration. The refund will be prorated based on program participation and will include a \$100 administrative fee. Books WILL NOT be refunded. All notices of transfer or request for refund by a student must be submitted in writing and sent by mail or fax to \_\_\_\_\_ for consideration.*

## **Boston Reed**

### **STUDENT TRANSFERS**

Every school has a different transfer policy. If you do not have a transfer policy we can offer suggestions.

Requests to discontinue attendance in class and request a refund or to transfer to another class from students attending a program at a partnering school are referred back to that school.

Boston Reed's Transfer Policy is as follows:

Requests to discontinue attendance in class and request a refund or to transfer to another class will be submitted in writing and will be responded to within seven days of receipt.

Requests are forwarded to the Director of Customer Care and Admissions or the Customer Care Supervisor who addresses each student's situation on a case by case basis.

## **Boston Reed**

### **“MOVING ON” OR CLASSROOM COMPLETION CEREMONY**

#### Class Allowance

Instructors are allotted \$150 for expenses for each program taught. They may opt to purchase items for use throughout the program or to have an end of class party. Typically an end of class party is held during the last class session. Receipts are submitted by the instructor to Boston Reed for reimbursement.

#### Certificate of Classroom Completion

Instructors may opt to have a graduation ceremony in class. Typically this activity is takes place during the last class session. Upon request certificates to acknowledge the students completion of the classroom portion of the program are provided by Boston Reed. The certificate wording notes that a student has not completed the program until the externship portion of the program is also completed.

## **HANDLING PROBLEMS OR ISSUES**

All concerns or complaints from students are handled efficiently, positively and consistently in an effort to maintain quality assurance, make improvements when necessary and to provide excellent customer service.

All complaints, questions or issues are addressed by your Program Manager assigned by region.

Remediation of concerns includes:

- Documentation of the concern, complaint or issue.
- Open and timely communication with the partnering school.
- Polling all student's in the program for additional feedback, as required.
- Creation of an action plan to address reported concerns.
- Approval of the action plan by the partnering school.
- Remediation and resolution of concern, complaint or issue.
- Follow up services to ensure ongoing resolution and satisfaction.

You contract with us to deal with everything relating to a class. Please notify us as soon as possible as you are aware of a problem or issue. We will respond in a timely fashion and consult with you about proposed solutions and implement solutions.

## Boston Reed

### CLASS OVERSIGHT

Each Boston Reed Partner is assigned a Program Manager who will provide class oversight for each program offered.

The Program Manager oversees all services pertaining to the management before, during and after the class.

The Program Manager provides quality assurance through Instructor supervision and Student services, maintaining communication with Boston Reed Partners, and delivering ongoing support, training and evaluation to ensure that each Instructor, Student and Partner of Boston Reed experiences the utmost level of customer service and delivery of services.

Program Management includes, but is not limited to the following services:

#### Class Start Up Services

- Verification of Classroom Readiness
- Pre-Class Call to the Partnering school
- Pre-Class Call to the Instructor

#### Class Services/Maintenance

- Instructor/Class Observation – to provide feedback relating to performance
  - To be completed by a Boston Reed Representative or designee
  - Assess Instructor training needs
  - Provide Instructor with an Action Form for improvement
  - Share results of Class Observation and Action Form with Partner and Instructor
  - Arrange a follow-up Class Observation when determined necessary
- Student Evaluations – Student assessment of Instructor & curriculum
- Instructor Review
  - Assess Instructor for additional training needs
- Partner Evaluations – Partner to provide feedback on Boston Reed Services
- Student Progress
  - Collect Grades & Attendance
    - Review for absences and low grades
    - Counsel or drop students achieving below the 80% required
      - Contact student
      - Send Letter
      - Report dropped students to Partner School
- Management & Resolution of Class Issues
  - Address & Resolve all questions and concerns from Partners, Instructors and Students

**PROGRAM SPECIFIC INFORMATION**

**PHARMACY TECHNICIAN**

The Pharmacy Technician Program is designed to prepare the participant for eligibility to become a Pharmacy Technician. In addition, participants will be qualified to apply for certification by the Pharmacy Technician Certification Board (PTCB) or the National Healthcareer Association (NHA).

Program Information

- Length of Program – 21 modules / 182 Hours ( including 42-hours of online training)
  - Prescreening Assessment - online
  
- Program Content
  - Module Quizzes
  - Games & Activities
  - Lab Procedures
  - Midterm Exam – written and practical
  - Final Exam - written and practical
  
- Externship 120 Hours (varies by state)

Classroom Needs

- Number of students per class
  - Dependent on room size/up to 40
  
- White/Black Board
  
- TV/VCR/DVD
  
- LCD Projector

For more informational resources contact your Sales Associate.

## **PROGRAM SPECIFIC INFORMATION**

### **PHARMACY TECHNICIAN CERTIFICATION**

The Pharmacy Technician Program is designed to prepare the participant for eligibility to become a Pharmacy Technician. In addition, participants will be qualified to apply for certification by the Pharmacy Technician Certification Board (PTCB) or the National Healthcareer Association (NHA).

#### Program Information

- Length of Program – 11 modules / 77 Hours
  - Prescreening Assessment - online
  
- Program Content entirely online (notebook)
  - Module Quizzes
  - Games & Activities
  - Final Exam - written and practical
  
- Classroom
  - Skills
  - Drills
  - Math
  
- Externship – Optional for an additional fee (40 hours)

#### Classroom Needs

- Number of students per class
  - Dependent on room size/up to 40
  
- White/Black Board
  
- TV/VCR/DVD
  
- LCD Projector

For more informational resources contact your Sales Associate.

## **PROGRAM SPECIFIC INFORMATION**

### **CLINICAL MEDICAL ASSISTANT**

The Clinical Medical Assistant Program is designed to provide, thorough didactic and practical instruction, a basic systems overview of the role of the medical assistant in a clinical setting. Didactic lectures cover the theory, anatomy and terminology pertaining to each system. Practical instruction provides hands-on training in the listed procedures verified through a skills check-off system.

#### Program Information

- Length of Program – 14 Modules / 134 Hours (including 42-hours online training)
  - Math and English Prescreening Assessment - online
  
- Program Content
  - Module Quizzes
  - Activities & Games
  - Lab Procedures
  - Midterm Exam – written and practical
  - Final Exam – written and practical
  
- Externship 160 Hours

#### Classroom Needs

- White/Black Board
  
- TV/DVD
  
- Tables/Chairs
  
- LCD Projector
  
- Sink
  
- 7 cabinets

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**PHLEBOTOMY TECHNICIAN CERTIFICATION**

The Phlebotomy Technician Certification program was designed to provide, through didactic and clinical instruction, training in venipuncture. Didactic lectures cover the theory, anatomy and terminology pertaining to the cardiovascular system. Clinical instruction provides hands-on training in venipuncture technique with procedures verified through a skills check-off system.

Program Information

- Length of Program 6 Modules / 48 Hours
  - English Prescreening Assessment - online
  
- Program Content
  - Module quizzes
  - Lab Procedures
  - Final Exam – written and practical
  
- Externship 40 Hours (varies by state)

Classroom Needs

- White/Black Board
  
- TV/DVD
  
- Tables/Chairs
  
- LCD Projector
  
- Sink
  
- 1 cabinet

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**PHLEBOTOMY FOR THE MEDICAL PROFESSIONAL**

The Phlebotomy for the Medical Professional program is designed to provide instruction in the art of drawing blood. This program is for current Medical Assistants, Emergency Medical Technicians, Vocational Nurses, Registered Nurses and Medical Doctors who use, or plan to use phlebotomy skills within their scope of work. Students will become proficient in venipuncture with syringe, vacutainer, butterfly and fingerstick methods built upon a foundation of basic principles of venous anatomy, physiology and sterile technique.

Program Information

- Designed for Medical Professional—Doctors, Nurses, CMA, EMT
- Length of Program – 16 HOURS TAUGHT OVER 2 DAYS
- No pre-assessment

Program content

- Book and instructional material only
- Inventory for class supplies
- No final exam

Classroom Needs

- White/Black Board
- TV/DVD
- Tables/Chairs
- LCD Projector
- Sink

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**VETERINARY ASSISTANT**

A Veterinary Assistant will feed, water, and examine pets for signs of illness, disease, or injury; and clean and disinfect cages and work areas, as well as sterilize laboratory and surgical equipment in laboratories, animal hospitals and clinics. They work under the supervision of a Veterinarian or Veterinary Technician.

Program Information

- Length of Program – 5 modules / 35 hours
  - English Prescreening Assessment - online

Program Content

- Module Quizzes
- Final Exam
- Student Volunteer Experience 24 Hours

Classroom Needs

- Tables with chairs
- Two tables in the back of the room to use to put equipment on 3x4 or 3x6
- Sink is not necessary but helpful
- Power point projector and lap top
- Electrical power for plugging in equipment

\*\*\* (please note: pets will be brought into the classroom)

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**(EKG) ELECTROCARDIOGRAPHY TECHNICIAN**

This EKG Technician Program is a complete and fast-paced program designed to provide instruction in electrocardiography testing procedures used in detecting heart disease and other cardiovascular disorders. This one day program provides instruction in EKG unit operation and troubleshooting, lead placement utilizing 12 lead EKG, use and understanding of EKG grid paper, recognizing normal and abnormal EKG patterns in all 12 leads, plotting EKG axis, cardiac stress test and Holter monitoring.

Program Information

- Length of Program – 10 modules / 70 hours
  - English Prescreening Assessment - online

Program Content

- Module Quizzes
- Lab Practice
- Final Exam

Classroom Needs

- Tables with chairs
- Two tables in the back of the room to use to put equipment on 3x4 or 3x6
- Sink is not necessary but helpful
- Power point projector and lap top
- Electrical power for plugging in equipment
- 1 Cabinet

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**ELECTRONIC HEALTH RECORDS SYSTEM SPECIALIST**

This Electronic Health Records (EHR) System Specialist Program covers the essential components of the EHR and health information exchange essentials; system selection and implementation; project management and fundamentals of change: including human factors. The Electronic Health Records System Technologist will assist healthcare providers to choose, implement, train for and maintain an electronic health records system. Tuition includes certification by examination by the National Healthcareer Association (NHA).

Program Information

- Length of Program – 18 modules / 216 hours
  - Approximately 12 hours of online training weekly
  - Weekly Instructor-led Webinar

Program Content

- Quizzes
- Activities
- Projects
- EHR Practical Experience

\*No textbooks needed, all content available online.

Classroom Needs

None

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**BILLING and CODING SPECIALIST**

In the Billing and Coding Specialist Program, the student will learn to accurately record and process data about patients, such as diagnosis and treatment records, insurance information, billing and recording receipt of payments. Additionally, the student learns how to code a patient's diagnosis and treatment using ICD-9 and ICD-10, CPT and HCPCS codes and request payment from payers, including insurance companies or individuals, maximizing reimbursement for the provider. The student practices claims submission using Medisoft software and the use of an electronic health record. A Billing and Coding Specialist may work in a hospital, doctor's office, and other healthcare settings.

Program Information

- Length of Program- 115 hours/14 weeks
- Program Content
  - Weekly Assignments
  - Online Learning
  - Instructor-Led Virtual Class twice weekly

Classroom Needs

None

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**NURSING HOME ADMINISTRATOR**

In the Nursing Administrator Program the student will learn about the aging process, common diseases and disorders, long-term care health professional roles and responsibilities, how to manage personnel and employee benefits, types and requirements for government and third-party billing, how to develop safety, quality assurance, marketing and strategic plans, the basics of finance and accounting and how to handle licensure, certification and accreditation surveys.

Program Information

- Length of Program- 180 hours/20 weeks
- Program Content
  - Weekly Assignments
  - Online Learning
  - Instructor-Led Virtual Class Weekly

Classroom Needs

None

For more informational resources contact your Sales Associate.

**PROGRAM SPECIFIC INFORMATION**

**PERSONAL TRAINER**

In the Personal Trainer Program the student will learn to work one-on-one with clients or in a small group with two - six clients, either in a health club or in the client's home. The student helps clients assess their level of physical fitness and set and reach fitness goals. The student will also demonstrate various exercises and help clients improve their exercise technique. The student will keep records of the clients exercise sessions to monitor their progress toward their physical fitness goals. The student will also advise the clients on how to modify their lifestyles outside of the gym to improve their fitness. Tuition includes certification by examination by the National Academy of Sports Medicine (NASM).

Program Information

- Length of Program- 80 hours total/48 hours of Online Instruction and 32 hours of Practical Training over 4 days
- Program Content
  - Online Learning
  - Practical Training

Classroom Needs

None

For more informational resources contact your Sales Associate.

## **PROGRAM SPECIFIC INFORMATION**

### **DENTAL ASSISTANT**

In the Dental Assistant Program the student will be trained to work directly with the Dentist in the treatment area. The student will room the patient, perform documentation, pass dental materials and instruments, provide patient education and oversee inventory control and order dental supplies.

#### Program Information

- Length of Program- 120 hours/10 weeks – 80 hours of Classroom Instruction.
- Program Content
  - Quizzes
  - Class discussion & participation
  - Textbook activities
  - Skills demonstrations
  - Final exam
- Externship 120 Hours

#### Classroom Needs

- White/Black Board
- TV/DVD
- Tables/Chairs
- LCD Projector
- Sink
- 1 cabinets

For more informational resources contact your Sales Associate.

**\*\*\*Not offered in California**

**PROGRAM SPECIFIC INFORMATION**

**ICD-10 A Guide to Medical Billing and Coding**

The ICD-10 Program trains students with the latest most comprehensive update of the code set. The current rule published in the Federal Register sets the adoption of ICD-10-CM to replace ICD-9-CM Volumes 1 and 2 effective October 1, 2014. Students can start down the road to success by learning the latest version of the ICD-10-CM code set.

Program Information

- Length of Program- 56 hours over 7 weeks
- Program Content
  - Weekly Assignments
  - Online Learning
  - Instructor-Led Virtual Class Weekly

Classroom Needs

None

For more informational resources contact your Sales Associate.

### EXTERNSHIP

#### About Externships

The externship portion of a Boston Reed Program is designed to provide students with the opportunity to continue their education in a hands-on learning environment. It is an important step towards becoming an Allied Health professional and will allow students to put into practice all that they have learned in the classroom. While students are attending the externship portion of the program, they are still considered Boston Reed students. Students will be working under the guidance of a preceptor employed by the host facility to gain actual hands-on experience. The facility preceptor will provide an orientation to the policies, procedures and workflow of the company. This is the students chance to move from the role of a student into the role of a professional.

#### Mandatory Prerequisites

Students are required to submit the following pre-requisites to Boston Reed in order to be eligible for externship placement:

- Proof of CPR for the Health Care Provider
- Proof of a Physical Examination
- Proof of Tuberculosis Screening
- Resume
- Proof of Computer Proficiency

#### Additional Prerequisites (State and Program Specific)

- Proof of Candidate Registration – Pharmacy Technician/Louisiana
- Proof of Tech in Training – Pharmacy Technician/Texas
- Proof of Pharmacy Technician Registration – Pharmacy Technician/Alabama
- Proof of Pharmacy Technician Registration – Pharmacy Technician/Arkansas
- Proof Pharmacy Technician Trainee licensure – Pharmacy Technician/Arizona
- Proof of Hepatitis B Vaccination Series – All Allied Health Training Programs/Texas

The above items are required *prior* to the end of the classroom portion of the program.

#### Eligibility for Externship Placement

An eligible student is one who has:

- Submitted all required prerequisites to Boston Reed.
- Met all financial obligations.
- Complied with all policies and procedures including attendance and conduct guidelines.

## Boston Reed

### **EXTERNSHIP** *continued*

#### Externship Placement Timeline

Most students will begin externship after the end of the classroom training. Eligible students, with full time, 5-day/week availability will be scheduled for an externship within 30 days of eligibility or end of the program (whichever is later). Eligible students, with a minimum of 3-day/week availability will be scheduled for an externship within 60 days of eligibility or end of the program (whichever is later). All externships must be completed within 12 months from the start date of the program.

#### Eligibility Dates per Program

For each Boston Reed program, students become eligible to begin the externship placement process on the following dates:

- Pharmacy Technician – Module 15
- Clinical Medical Assistant – Module 10
- Phlebotomy Certification – Upon Program Completion

#### Length of Required Externship Hours (State & Program Specific)

- Pharmacy Technician – 120 hours
  - 200 hours – Louisiana
  - 160 hours – Maryland
- Clinical Medical Assistant – 160 hours
- Phlebotomy Certification – 40 hours (some states require up to 100 hours)

## **Boston Reed**

### **EXTERNSHIP continued**

#### Externship Placement Process

When a student has met the eligibility requirements, which includes the receipt of all prerequisites and has reached the eligibility date of their program, the process for externship placement is as follows:

- The Boston Reed Externship Coordinator will contact the student and obtain availability and geographical travel information.
- The Boston Reed Externship Coordinator will begin looking for an externship site that meets the student's needs.
- While the placement process for eligible students will begin at the designated eligibility date per program: students who are available full-time for externship will be scheduled for externship no later than 30 days of the end of the program.
- We do not guarantee placement for students who are not available at least three business days (8:30am - 5:00pm, Monday-Friday) a week.
- Students with off-hours externship requests or are not available three days per week may be delayed in externship placement.
- Date of externship placement is based on the needs and availability of the externship host sites.
- Some externship facilities may require students to obtain a background check and/or drug screen for placement approval.

#### Externship Expectations

Externships are held at a variety of settings. Many of our host sites prefer students to be available full-time. Others allow short hours but prefer you be there at least three days a week. It is a good idea for students to begin planning in advance for how the externship will fit into their schedule. It can help to save up some vacation time, arrange for childcare, and secure transportation ahead of time.

## **Boston Reed**

### **EXTERNSHIP** *continued*

Boston Reed will arrange an externship site for every student, unless they have a site in mind. We cannot guarantee that students will be placed at a particular site. We match the needs of the site with each student's availability, grades, attendance records and location. Once we have made arrangements for an externship, students are expected to complete the hours at the assigned site without schedule changes.

If a student has a request for a particular site or if they plan to do their externship with their employer, they must gain prior approval from Boston Reed. To gain approval, call or fax Boston Reed Externship Coordinator with the name of the facility, the address, full name of your preceptor, the telephone number, the fax number, your projected start date and your schedule.

Any hours completed prior to obtaining approval from Boston Reed will not be covered under our liability or malpractice insurance and will not count toward the required externship hours.

#### The Interview

Some of our sites prefer to interview students prior to the externship. This gives them a chance to see if the student will be a good fit for their particular facility. We recommend that students go to the interview in their uniform following the Boston Reed dress code, and wear the Boston Reed nametag. Students should take their Externship Resource Booklet and a small note pad with a pen to the interview.

During the interview students should confirm their start date, schedule and the name of their preceptor. After the interview, students are to call Boston Reed to confirm their start date and schedule.

#### Successful Externship

Students are expected to treat the externship as if it were a job. Students are expected to show up on time and in uniform and to take the Externship Resource Booklet with them to the facility. Anytime a skill is observed or performed, the skill will be signed off by the preceptor in the Externship Resource Booklet. The preceptor will also sign off on the hours attended. When a student is nearing the completion of the required externship hours, the preceptor will complete an evaluation of the student.

## **Boston Reed**

### **EXTERNSHIP**

#### Successful Externship *continued*

Occasionally our students are hired either by their externship site or by word of mouth from a preceptor who felt the student did an exceptional job. This is the student's opportunity to make a good impression on fellow professionals. Students may ask for a letter of recommendation upon completion of the externship.

Sometimes students are asked to discontinue an externship. The most common reasons are: not being on time, not showing up on scheduled days, lack of initiative, or failure to follow procedures after repeated instructions. Students are also dismissed for poor attitude or for developing inappropriate relationships with coworkers or supervisors. If a site manager calls us about a student, we often ask the student to leave the site immediately. If students are experiencing problems at the externship site, they must notify Boston Reed immediately.

#### Confidentiality

All students are required to maintain confidentiality of patient information in accordance with state and federal law. No student will have access to or have the right to review any medical record, except when necessary in the regular program of the externship. The discussion, transmission or narration in any form by students of any patient information obtained in the regular program of the externship is forbidden except as permitted by law and grounds for dismissal from the program.

## **Boston Reed**

### **HOW YOU CAN HELP WITH EXTERNSHIPS**

#### Externship Site Development

Boston Reed employs an Externship Coordinator works ahead of the class start to secure host facilities for on the job training. If you have connections or contacts with local facilities please share this information with our Coordinator.

Many methods are used to connect with your local externship sites. Some examples follow:

- Cold calling facilities.
- Visits to facilities.
- Expansion of national contracts.
- Attendance at school hosted events for potential hosts.

#### Externship Coordinator Supervisor

The Externship Coordinator Supervisor is your central point of contact for assurance of successful externship experiences for both the Partner and Student. It is the Externship Coordinator Supervisor's goal to meet your expectations in the following areas:

- Open and timely communication
- Delivery of problem solving and remediation tools
- Feedback regarding student or preceptor evaluations upon request
- Professional liability insurance
- Affiliation agreement, if requested
- Pertinent information regarding each participant
- Open lines of communication with the Externship Coordinator and Lead Externship Coordinator

Above and beyond the listed services, please let the Externship Coordinator Supervisor know how they can best meet your individual needs.

**Externship Director:** Laura Blevins

800-830-2228 ext: 5016

[lblevins@bostonreed.com](mailto:lblevins@bostonreed.com)

## **PROGRAM COMPLETION**

### **Pharmacy Technician / Pharmacy Technician Certification**

Upon Program Completion:

- Student receives a Certificate of Program Completion
- Graduates are qualified for State Registration, Certification, or Licensure *as applicable* (see State-Specific Handouts for specifics <http://www.bostonreedcollege.com/online>).
- Student qualifies for certification by examination through the Pharmacy Technician Certification Board (PTCB) and the National Healthcareer Association (NHA).

### **Clinical Medical Assistant**

Upon Program Completion:

- Student receives a Certificate of Program Completion.
- Student qualifies for optional certification by examination through the National Center of Competency Testing (NCCT) and the National Healthcareer Association (NHA).
- Student qualifies for optional certification by examination through the California Certifying Board for Medical Assistants (CCBMA).

### **Phlebotomy Technician**

Upon Program Completion:

- Student receives a Certificate of Completion.
- Student qualifies for certification by examination through the National Center of Competency Testing (NCCT) and the National Healthcareer Association (NHA.)
- Student qualifies, post completion of State sanctioned National exam, to apply to become a Certified Phlebotomy Technician 1 (CPT-1) – California.

### **Phlebotomy for the Medical Professional**

Upon Program Completion:

- Student receives a Certificate of Program Completion.

### **EKG Technician**

Upon Program Completion:

- Student receives a Certificate of Completion.
- Student qualifies for certification by examination through the National Center of Competency Testing (NCCT) and the National Healthcareer Association (NHA.)

**PROGRAM COMPLETION** *continued*

**Veterinary Assistant**

Upon Program Completion:

- Student receives a Certificate of Completion.

**Electronic Health Record System Technologist**

Upon Program Completion:

- Student receives a Certificate of Completion
- Student qualifies for certification by examination through Health IT Certification, HIT Pro and the National HealthCareer Association (NHA).

**Billing and Coding Specialist**

Upon program completion:

- Student receives a Certificate of Completion.
- Graduates are also qualified for optional certification offered by the National Healthcareer Association (NHA).

**Nursing Home Administrator**

Upon program completion:

- Student receives a Certificate of Completion.
- Continuing Education Credits are available for nurses.

**Personal Trainer**

Upon program completion:

- Student receives a Certificate of Completion.
- Student qualifies for Certification as a Certified Personal Trainer (CPT) from the National Academy of Sports Medicine (NASM).

**Dental Assistant**

Upon program completion:

- Student receives a Certificate of Completion.

**ICD-10**

Upon program completion:

- Student receives a Certificate of Completion.
- Continuing Education Credits are Available for Nurses.