



# PANACEA MEDICAL CLINIC (PMC)

Training & Education Division

## Medical Office Assistant (MOA)

Certificate Program

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### Program Guidebook

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This Program Guide provides essential academic and program information for students enrolled in the Medical Office Assistant (MOA) Certificate Program at PMC-MOA. It serves as a comprehensive reference outlining course expectations, academic policies, curriculum structure, student responsibilities, and practical training requirements.

*Empowering Healthcare Professionals with Skills, Knowledge, and Compassion*

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# Chapter 1

## Panacea Medical Clinic (PMC)

**Panacea** means a solution or remedy that is believed to cure all problems or difficulties. The word comes from **Panacea**, the Greek goddess associated with healing, whose name literally means “*all-healing*.”

### 1.1 About PMC

Panacea Medical Clinic (PMC) is a community-based primary care and walk-in clinic located in Winnipeg, Manitoba. The clinic is committed to providing accessible, patient-centered healthcare services to individuals and families in the surrounding community. PMC offers both scheduled appointments and walk-in services, ensuring timely access to care for a wide range of medical needs.

The clinic provides comprehensive family medical services focused on preventive healthcare, chronic disease management, and the treatment of acute medical conditions. To support integrated and patient-centered care, PMC also features an on-site **Pharmacy**, allowing patients convenient access to prescription services and medication support within the same facility.

PMC is committed to enhancing patient convenience, continuity of care, and timely access to healthcare services by offering a wide range of on-site clinical and support services. These include laboratory services, vaccination clinics, cryotherapy, medication support, and diagnostic testing. The clinic is equipped with modern diagnostic facilities, including electrocardiogram (**EKG**) testing and pulmonary function testing (**PFT**), enabling efficient assessment and coordinated patient care under one roof.

PMC is led by experienced healthcare professionals dedicated to delivering high-quality medical care with compassion and professionalism. The clinic emphasizes a patient-first approach, striving to ensure that each individual receives personalized attention and support throughout their healthcare journey. The mission of Panacea Medical Clinic is centered on prioritizing patient health needs, delivering excellent customer service, and promoting overall health and wellness. The clinic aims to make healthcare accessible, efficient, and responsive, helping patients feel better as quickly as possible while maintaining a high standard of care.

### 1.2 The PMC-MOA program

The Medical Office Assistant (MOA) program plays an important role in supporting the efficiency and effectiveness of Manitoba’s healthcare system. As healthcare services continue to experience

increasing demand, skilled administrative professionals are essential for supporting physicians, clinics, and hospital operations through effective patient coordination, scheduling, documentation, and healthcare communication. In addition, recent Manitoba initiatives aimed at expanding opportunities for **internationally trained physicians** to practice within the province have increased the need for qualified Medical Office Assistants who can support newly licensed healthcare professionals in establishing and managing efficient clinical practices. The MOA program helps address this growing workforce need by preparing competent healthcare administrative professionals who contribute to improved patient care, clinic workflow, and overall healthcare system capacity in Manitoba.

### 1.2.1 Mission

- Deliver high-quality, patient-centered healthcare services.
- Train competent, skilled, and compassionate Medical Office Assistants.
- Provide industry-driven, student-focused education in healthcare administration and clinical support.
- Prepare learners for successful careers as Medical Office Assistants.
- Offer affordable, timely, and skills-based training aligned with current industry demands.
- Equip students with practical competencies in medical office procedures, patient care, and healthcare communication.
- Support both entry-level learners and professionals seeking to enhance

### 1.2.2 Vision

To be a leading community clinic delivering comprehensive, patient-centered care through integrated clinical, pharmacy, and diagnostic services, while advancing excellence in professional training.

### 1.2.3 Values

- **Patient-Centered Care:** We prioritize the needs, dignity, and well-being of every patient, ensuring compassionate, respectful, and responsive healthcare services.
- **Professionalism:** We uphold high standards of conduct, accountability, and excellence in both clinical practice and education.
- **Integrity:** We are committed to honesty, ethical practices, and transparency in all interactions with patients, students, and stakeholders.
- **Respect and Inclusivity:** We foster a welcoming and inclusive environment that values diversity, cultural sensitivity, and equal opportunity for all individuals.
- **Lifelong Learning:** We encourage continuous personal and professional development to adapt to evolving healthcare practices and industry needs.

#### **1.2.4 Land Acknowledgement**

We acknowledge that our Clinic / training program is located on the traditional lands and waterways of the Anishinaabe, Cree, Oji-Cree, Dakota, and Dene Peoples, and on the homeland of the Métis Nation. We respect the treaties that were made on these territories and recognize the ongoing presence, contributions, and rights of Indigenous peoples in this region. We are committed to learning from the past, engaging respectfully in the present, and supporting a more inclusive future.

## Chapter 2

# About MOA Certificate

### 2.1 Introduction

The Medical Office Assistant (MOA) program provides accessible career opportunities within the healthcare sector and supports workforce development in Manitoba. It is currently noted that the program is not accepting **international students**<sup>1</sup>, as outlined in the Program Overview section 2.2. Graduates contribute to improved patient experiences, enhanced clinic efficiency, and overall healthcare system effectiveness.

#### 2.1.1 Purpose of this Guidebook

This guidebook provides students with essential information about the Medical Office Assistant (MOA) Certificate Program, including policies, course structure, and expectations.

This guidebook has been developed to assist students in navigating their studies within the Medical Assistant and Patient Care Program and to support their academic success. It provides program-specific information, including graduation requirements, progression criteria, and course eligibility requirements.

#### 2.1.2 Program Team

- **Program Director:** The Program Director provides overall leadership and strategic direction for the program. They are responsible for curriculum planning, academic quality assurance, and ensuring that the program meets institutional and industry standards. The Program Director also supports faculty development, oversees program evaluation, and serves as the primary liaison between the program and the institution's administration.
- **Clinical Instructors:** Clinical Instructors are responsible for delivering lecture on course materials, hands-on, practical training and bridging the gap between theory and real-world application. They guide students in developing clinical competencies, professional behavior, and workplace readiness. In addition, they assess student performance in exams, in lab and clinical settings, provide constructive feedback, and ensure adherence to safety and ethical standards.

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<sup>1</sup>The PMC-MOA program is not accepting **international students**, as outlined in the Program Overview section 2.2 due to immigration document processing requirements. While the program may provide general supporting documentation upon request, international applicants are responsible for their own immigration applications and processing.

- **Administrative Support Staff:** Administrative Support Staff play a key role in ensuring the smooth day-to-day operation of the program. They assist with student inquiries, scheduling, documentation, and record management. They also support communication between students, instructors, and administration, helping to maintain an organized and efficient learning environment.

Table 2.1: Program Team Contact Information

Position	Name	Contact Information
Program Director	AKM H Bhuiyan, PhD	Phone: 204-771-9666
Medical Director	Dr. Nazmun Bhuiyan, CCFP	Phone: 204-255-1135
Program Instructor	AKM H Bhuiyan, PhD	Phone: 204-771-9666
Clinical Instructor	Dr. Nazmun Bhuiyan, CCFP	Phone: 204-255-1135
Clinical Instructor	Dr. Nigar Sultana	Phone: 204-510-7263
Administrative Staff / Instructor	Amalia Aplacon	Phone: 204-255-1135
<b>For additional information, please contact us at: <a href="mailto:panaceamedicalclinic@gmail.com">panaceamedicalclinic@gmail.com</a></b>		

## 2.2 Program Overview

The Medical Office Assistant program is a focused, career-oriented training program designed to prepare students for administrative roles within healthcare settings such as clinics, hospitals, and community health centres.

The program has a total duration of **25 weeks** and emphasizes both theoretical knowledge and practical, hands-on skills required in modern medical office environments. Students are trained in medical terminology, office procedures, patient communication, scheduling systems, and electronic medical records. It integrates classroom instruction with practical applications to ensure graduates are workplace-ready upon completion.

At this time, the PMC-MOA Program is not accepting **international students** due to immigration document processing requirements. While the program may provide general supporting documentation upon request, international applicants are responsible for their own immigration applications and processes. **The program does not assume any responsibility for the outcome of immigration applications, including approval or denial decisions made by immigration authorities.**

Upon successful completion of the program, students will be equipped to perform essential administrative and clinical support duties in a variety of healthcare settings, contributing to efficient and effective patient care delivery in Manitoba.

### 2.2.1 Program Delivery

The program is delivered through a **hybrid** learning model that combines in-person classroom instruction with online learning activities. Students participate in instructor-led sessions, practical laboratory exercises, and hands-on training designed to support both theoretical knowledge and

practical skill development. All **hands-on** practical training activities are conducted in person only and will be assessed through in-person evaluations.

### 2.2.2 Admission Requirements

Applicants must meet the following requirements:

- Completion of Manitoba Grade 12 or an equivalent qualification.
- English General / Specialized or equivalent: Where **English General** - A Grade 12 General (academic) English course, **English Special** - A Grade 12 Specialized (university-preparatory) English course and **Equivalent** - A Grade 12 English course from another Canadian province or An equivalent high school English course from another country. In all cases, transcript is required as proof.
- Consumer/Essential **Mathematics Special** or equivalent: A Grade 12 math course from another Canadian province, An equivalent secondary school math course from another country. A transcript is required as proof.

English is the language of instruction at PMC. Applicants who completed their education outside of Canada, or in a country not included on the English language test exemption list, must demonstrate English language proficiency.

### 2.2.3 Courses

The Medical Office Assistant (MOA) program prepares students with the administrative, clinical, communication, and digital skills required in modern healthcare environments. Students learn about the Canadian and Manitoba healthcare systems, patient-centered care, and professional workplace expectations. The program develops communication skills for interacting with patients, healthcare providers, and medical teams while maintaining confidentiality and professionalism.

Training includes software applications, digital technology systems, cloud storage, internet research, and Electronic Medical Record (EMR) systems used in healthcare settings. Students also study medical terminology, anatomy and physiology, pharmacology basics, laboratory procedures, diagnostics, and patient intake processes. Practical instruction focuses on scheduling, billing support, documentation, vital signs, and workflow management. The program combines theoretical knowledge with hands-on training to prepare graduates for employment in clinics, medical offices, and healthcare facilities.

### 2.2.4 Course Outlines

Brief outlines of each course module in the PMC-MOA Certificate Program are provided in Table 2.2. Students are advised to review the **Program Manual** for detailed course descriptions, learning outcomes, and assessment requirements.

Table 2.2: List of courses for PMC-MOA certificate program

Course Code	Course Name	Short Description
MOA-CHS100	Introduction to the Health-care System in Manitoba	Introduces students to the Canadian and Manitoba healthcare systems, healthcare services, professional roles, patient rights, cultural care, and social determinants of health.
MOA-COM101	Communication in Healthcare	Focuses on professional communication skills required in healthcare settings. Topics include verbal and written communication, communication with patients and healthcare teams, conflict resolution, confidentiality, professionalism, and cultural communication considerations in clinical environments.
MOA-DTS102	Software Applications and Digital Technology Systems	Provides practical training in Microsoft Word, Excel, email systems, cloud storage, presentation software, internet research, and digital professionalism. Students learn essential computer and technology skills used in modern medical office administration and healthcare communication.
MOA-MATH100	Essential Mathematics for Medical Office Assistants	Provides foundational mathematical skills required in healthcare environments, including metric system conversions, dosage calculations, percentages, ratios, billing procedures, temperature conversions, and inventory management.
MOA-MBS110	Anatomy and Physiology for MOAs Part-I	Introduces foundational medical terminology, prefixes, suffixes, root words, and the structure of medical language. Students learn basic anatomy and physiology concepts necessary for understanding healthcare documentation and communication.
MOA-MBS120	Anatomy and Physiology for MOAs Part-II	Focuses on human body systems and related medical terminology including cardiovascular, skeletal, muscular, nervous, respiratory, digestive, urinary, endocrine, and integumentary systems. Students develop terminology skills used in clinical documentation and patient care settings.

*Table 2.2 Continued on next page*

Course Code	Course Name	Description
MOA-PHM104	Pharmacology Basics for Medical Office Assistants	Introduces foundational pharmacology concepts required in medical office settings, including drug classifications, generic and brand names, dosage forms, administration routes, pharmacokinetics (ADME), and medication safety principles.
MOA-LAB105	Lab and Diagnostics	Provides knowledge of laboratory procedures, specimen collection, diagnostic testing, patient intake, vital signs, glucose testing, ECG assistance, and pediatric assessments. Students learn practical clinical support skills commonly required in medical offices and clinics.
MOA-EMR114	Accuro EMR Quick Start Guide for MOA Training	Introduces students to the Accuro Electronic Medical Record system. Topics include patient registration, appointment scheduling, clinical documentation, referrals, medication support, billing procedures, and patient flow management within healthcare clinics.
MOA-EMR124	EMR Data Entry and Workflow Management	Focuses on EMR workflow procedures including patient verification, vital signs documentation, shortcut keys, navigation tools, and efficient electronic chart management. Students develop speed, accuracy, and workflow efficiency using Accuro EMR systems.
MOA-KTT100	Keyboarding Skill Test	This course evaluates and develops essential keyboarding proficiency required for Medical Office Assistants. Students are assessed on typing speed, accuracy, and proper ergonomic technique.

### 2.2.5 Course and Program Schedule

The Medical Office Assistant (MOA) program is delivered over a 25-week period, combining structured classroom instruction with supervised practicum experience. This integrated schedule is designed to ensure that students develop both theoretical knowledge and practical skills required in real healthcare environments.

The official start date of the program is determined once the minimum enrollment requirement for the cohort is met. To maintain effective learning and personalized instruction, each class is limited to a small group of approximately 12 students.

Course scheduling is organized based on instructor availability, course requirements, and assigned time blocks, which may include morning or afternoon sessions. This flexible structure ensures optimal learning conditions while allowing students to engage fully in both academic and hands-on training components throughout the program.

## 2.2.6 Graduation Requirements

To successfully graduate from the Medical Office Assistant (MOA) program, students are required to complete all scheduled courses with a minimum overall academic achievement of 70%. In addition, students must successfully complete all practicum (hands on) components, demonstrating competency in real clinical and administrative tasks under supervision. Every hands-on skill performed during the practicum must be completed satisfactorily, as practical performance is a mandatory requirement for program completion.

Students who have previously completed relevant post-secondary coursework may apply for course exemptions. All exemption requests must be supported by official academic transcripts along with detailed course descriptions to verify equivalency. Approval of exemptions is subject to institutional review and program standards to ensure consistency in learning outcomes and professional competency requirements.

## 2.2.7 Grade Scale

The following grading scale is used to evaluate student performance in the Medical Office Assistant program. Final grades are based on accumulated evaluation percentages across all course assessments, examinations, and practical components.

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

Table 2.3: PMC-MOA Certificate Grade Scale

## 2.2.8 Student Evaluation

Student evaluation in the PMC-MOA Program is designed to measure student learning and competency achievement in alignment with the specific learning outcomes of each course. A variety of assessment methods are used to support both theoretical understanding and practical skill development throughout the program.

Evaluation methods may include individual and group assignments, presentations, reflective exercises, case studies, practice simulations, laboratory activities, skills demonstrations, quizzes, tests, and formal examinations. The assessment strategies are intended to encourage critical thinking, professional communication, clinical preparedness, and active participation in the learning process.

Each Course Outline clearly identifies all evaluation components, grading criteria, weighted values, and applicable due dates. Students are expected to complete all required assessments within the prescribed timelines and maintain academic integrity throughout the program.

Instructors will normally provide grades and feedback within ten (10) business days following the due date of an evaluation item, subject to operational or academic circumstances. Official PMC-MOA transcripts will record final grades using the approved letter-grade system (refer to Section 2.2.7) of the program.

### 2.2.9 Maximum Time to Complete

Students enrolled in the Medical Office Assistant program are provided a maximum of **one** (1) year from their original program start date to complete all required academic, practical, and clinical components. This timeframe ensures that students progress through the program in a structured and timely manner while maintaining continuity in learning and skill development. Additional fees may apply at an hourly rate if one-on-one tutoring or supplementary hands-on training is required to support student success in practicum or clinical competency development.

In cases where a student is unable to attend classes due to illness, a valid medical certificate issued by a licensed healthcare professional in Manitoba must be submitted. The certificate must clearly state the medical inability to attend scheduled course requirements during the specified period.

The maximum time to complete the program exists to balance flexibility for students facing personal or medical challenges while ensuring that clinical and administrative skills remain current with healthcare industry standards. Students who are at risk of exceeding the allowed completion timeframe are strongly encouraged to consult their Program Director Coordinator to review available academic support options and develop an appropriate completion plan.

### 2.2.10 Employment / Practicum

The PMC-MOA Program does not include an external practicum placement component. All practical instruction, observational learning, and **hands-on training** activities are conducted exclusively within the clinical environment of **Panacea Medical Clinic** under appropriate supervision. Students will have the opportunity to observe daily clinical and administrative operations as part of their in-house training experience.

Completion of the PMC-MOA Program does not **guarantee employment, job placement, or work opportunities within Panacea Medical Clinic or elsewhere in Canada**<sup>2</sup>. The responsibility for seeking and securing employment rests solely with the student. The program, its instructors, and Panacea Medical Clinic shall not be held liable for a student's inability to obtain employment following completion of the program.

Upon successful participation in the program, students may request a Certificate of Attendance, Certificate of Achievement, or confirmation letter for employment-related purposes. Such documents may be issued at the discretion of the Program Director or Program Instructor.

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<sup>2</sup>Completion of the MOA program at PMC does not guarantee employment, job placement, immigration benefit, or professional licensure, and PMC shall not be held liable for a student's inability to secure employment after graduation.

## Chapter 3

# MOA program policies

### 3.1 Student & Academic Policies

Welcome to the PMC-MOA Policy Manual, a comprehensive guide designed to help you explore the standards, guidelines, and principles that shape and support our learning community. This manual reflects the mission, vision, and core values of the PMC-MOA Program, serving as the foundation for excellence in education, professionalism, and healthcare training.

The policies outlined within this document provide a clear and structured framework for academic delivery, operational procedures, and all interactions involving students, faculty, administrative staff, and external partners. They are developed to ensure clarity, fairness, and consistency across all aspects of the program experience.

At PMC-MOA, we are committed to maintaining the highest standards of accountability and integrity. Our policies are carefully aligned with applicable federal and provincial legislation, ensuring compliance while fostering a safe, respectful, and supportive learning environment for all members of our community.

#### 3.1.1 Academic Integrity

Academic integrity is a core value at PMC-MOA and applies to all students, instructors, and staff. The Program has a responsibility to ensure that all academic records accurately reflect the knowledge, skills, and competencies achieved by each student. This includes grades recorded on official transcripts, as well as all admissions, registration information applications, and any other documents submitted for official or academic purposes.

Academic **dishonesty** in any form is strictly prohibited. Any student found to be in violation of the Academic Integrity Policy will be subject to disciplinary measures in accordance with the Student Discipline Policy. Similarly, staff and instructors are expected to uphold the highest standards of integrity and will be subject to applicable institutional policies and employment-related procedures in the event of a breach.

#### 3.1.2 Accessibility

PMC-MOA program is committed to fostering an inclusive and supportive learning environment that recognizes and accommodates the diverse needs of all students. The program aims to ensure equitable access to education by promoting accessibility, participation, and academic success for every learner.

Students who have a documented disability, or who believe they may have a disability affecting their learning, are strongly encouraged to meet with the Program Director as early as possible. Appropriate academic accommodations are determined based on individual needs and must be supported by relevant medical documentation from a qualified Canadian healthcare practitioner, specialist, or registered healthcare organization.

Accessibility support and academic accommodation processes are guided by institutional best practices and aligned with recognized accessibility standards of Manitoba.

### 3.1.3 Student Concerns and Appeals

The PMC-MOA Program is committed to maintaining a respectful, supportive, and professional learning environment in which student concerns are addressed fairly and in a timely manner. Students are encouraged to communicate concerns promptly so that appropriate resolutions may be pursued through established procedures.

For administrative concerns, including matters related to admissions, scheduling, facilities, financial issues, or student services, students are encouraged to first discuss the matter directly with the administrative staff member. If the issue remains unresolved, the student may escalate the concern to the program director for further review.

For academic concerns, including issues related to instruction, evaluations, grading, classroom conduct, or academic expectations, students are encouraged to communicate directly with the course instructor as the first step toward resolution. If the matter is not satisfactorily resolved, the student may submit the concern to the Program Director for further consideration.

All concerns and appeals will be reviewed in a fair, respectful, and confidential manner in accordance with the policies and procedures of the PMC-MOA Program.

### 3.1.4 Student Conduct

The PMC-MOA program is committed to maintaining a safe, inclusive, and respectful learning environment for all students, staff, and partners. All students are expected to demonstrate professional, responsible, and respectful behaviour at all times, regardless of the learning setting.

Student conduct is guided by Program policies that define expectations related to safety, professionalism, inclusivity, and respect. Students are required to adhere to all applicable **Manitoba academic and workplace standards**, including policies on Student Behaviour, Drug and Alcohol use, Respectful Workplace, Harassment Prevention and Non-Discrimination, Sexual Violence, and Workplace Safety, Health, and Wellness. These policies collectively support a positive learning environment and ensure student accountability in meeting professional expectations.

**Failure to comply** with student conduct expectations may result in disciplinary action, including warnings, suspension, or expulsion, in accordance with institutional policies.

### 3.1.5 Background Check and Professional Requirements

To help ensure a safe, professional, and healthcare-ready learning environment, students enrolled in the PMC-MOA Program may be required to complete certain background checks and health-related clearances prior to the start of training activities or clinical exposure opportunities. These requirements are consistent with healthcare industry expectations and may be necessary to support participation in hands-on learning within a clinical setting.

Students may be asked to provide a current Police Vulnerable Sector Check (PVSC) or equivalent RCMP clearance, Child Abuse Registry Check, Adult Abuse Registry Check, and an up-to-date

immunization record. Possession of valid Emergency First Aid and Health Care Provider CPR certification is also considered an asset and may enhance student preparedness for healthcare-related environments.

The PMC-MOA Program will coordinate student registration processes and provide relevant instructions, timelines, and training information through the MOA course platform. Students who already possess valid certifications or clearances are encouraged to discuss potential exemptions or waivers with the Program Coordinator prior to the start of the program.

## **3.2 Program-Specific Policies**

### **3.2.1 Academic Suspension**

An Academic Suspension may be imposed when a student fails the same course three times or fails a hands-on learning component two times. Academic Suspension is considered a serious academic action indicating that the student has not met the academic or practical performance standards required by the PMC-MOA Program.

A student placed on Academic Suspension will be withdrawn from the program and assigned an Academic Suspension status. During the suspension period, the student will not be permitted to apply to, enroll in, or continue studies in the PMC-MOA Program for a minimum period of one (1) year. Any future application for re-admission will be subject to institutional approval and compliance with all applicable admission, fee, and academic requirements.

### **3.2.2 Program Withdrawal**

A Required Program Withdrawal is an administrative action taken by the PMC-MOA Program when a student is no longer permitted to continue in the program due to failure to meet academic or program requirements. This action is implemented in accordance with the academic standards, progression requirements, and student conduct expectations established by the program.

An Academic Suspension or Required Program Withdrawal may occur when a student fails to meet one or more program progression requirements, including minimum academic performance standards, attendance requirements, clinical or practical competencies, or other conditions necessary for continuation in the program. A withdrawal may also occur when a student who has been placed on Academic Probation fails to satisfy the specified Program Continuance Conditions within the required time frame.

Students who receive a Required Program Withdrawal will be officially withdrawn from all registered courses and removed from the PMC-MOA Program. Such students may be eligible to apply for re-entry into the same program, subject to applicable admission requirements, program availability, and approval by the Program Director.

All tuition fees paid after the official program start date are non-refundable, except where a refund is required expressly approved by the PMC-MOA Program. Any approved refund will be processed in accordance with the PMC-MOA Tuition Refund Policy and will be calculated based on the effective date of the Required Program Withdrawal or withdrawal request.

Administrative decisions regarding student withdrawal status, tuition refunds, and eligibility for program re-entry shall be made in accordance with PMC-MOA policies, student agreements, and applicable Manitoba educational regulations.

### 3.2.3 Academic Probation

A student may be placed on Academic Probation when they fail to achieve grades required to meet course eligibility or graduation requirements, or when an Academic Manager determines that the student is at risk of not successfully meeting the academic standards of the PMC-MOA Program.

The purpose of Academic Probation is to support student success and promote academic recovery through a structured review of the student's academic performance. During this period, the program may establish specific Program Continuance conditions and, where appropriate, recommend or refer the student to available on-campus or off-campus academic, personal, or professional support services.

Students placed on Academic Probation are expected to comply with all conditions and improvement requirements established by the program in order to maintain continued enrollment and progress toward graduation.

### 3.2.4 Attendance and Punctuality

Regular attendance and punctual participation are essential requirements of the PMC-MOA Program, as they directly support the achievement of course learning outcomes, professional competency development, and practicum readiness. Students are expected to attend all scheduled classes, laboratories, clinical activities, examinations, and assessments consistently and on time throughout the duration of the program.

Absences, whether excused or unexcused, should be communicated to the instructor as early as possible and, whenever feasible, at least 24 hours in advance. In cases involving missed assessments, examinations, or required course activities, applicable program policies regarding academic consideration, deferred assessments, or make-up work shall apply.

Students who are absent for more than **three (3)** consecutive scheduled instructional days, whether excused or unexcused, may be required to meet with the Program Coordinator to review academic progress, participation expectations, and program standing.

Students who miss approximately **sixty percent (60%)** or more of scheduled course instruction, learning activities, or assessments may be considered unable to satisfactorily meet the learning outcomes of the course and may become ineligible for academic accommodations, supplemental assessments, or course completion opportunities unless supported by appropriate documentation and approved by the institution.

Within the overall program, students who accumulate **eight (8)** unexcused absences may be subject to progressive academic or administrative review, which may affect eligibility for practicum placement, continuation in the program, or other academic privileges. Students retain the right to request a review or appeal in accordance with institutional policies and procedures.

### 3.2.5 Late Assessment and Submission

Students are required to submit all assessment items, including assignments, projects, and other course requirements, by the deadlines established by the instructor. Any assessment not submitted by the stated due date will receive a grade of **zero**. Requests for extensions may be considered at the discretion of the instructor; however, approval is not guaranteed and may be granted or denied based on academic and course requirements.

For time-limited evaluations such as quizzes, tests, and practical assessments, students are expected to attend and complete these evaluations on the scheduled date and time. Students who arrive late for a time-limited evaluation will not be granted additional time beyond the originally allocated duration.

In cases where a student is unable to attend a time-limited evaluation due to illness or compassionate circumstances, the student may request alternate arrangements. Such requests must be submitted in writing to the Program Coordinator and will be reviewed in accordance with program policies and supporting documentation.

### **3.2.6 Technology Use and Learning Resources**

Students are responsible for securing and maintaining all required learning resources and technologies, including laptops, software, and course materials, necessary for participation in both in-person and online learning environments. These resources must be available prior to the commencement of each course to ensure uninterrupted access to instructional activities.

If a student does not have access to the required textbooks or learning technologies, they are expected to notify their instructor as soon as possible so that appropriate alternatives or accommodations may be considered where feasible.

### **3.2.7 Technology Use & Etiquette**

Students participating in blended or online learning are expected to maintain professional and respectful conduct while using videoconferencing and other learning technologies. Students should dress appropriately for a classroom environment, participate actively using microphones and webcams when required, and use communication features such as chat, reactions, and raise-hand tools respectfully and appropriately. Emails must be used for all school-related communications and online learning platforms.

Students using **secondhand or pre-owned computers** are required to perform a full factory reset before installing any program-related software. Students must have full administrator rights on their devices to ensure proper installation, updates, and operation of required learning applications and systems.

The use of cell phones or electronic devices in a manner that disrupts classroom instruction, learning activities, or private study is prohibited, except where such devices are required for approved medical or accessibility reasons.

### **3.2.8 No Technical Support**

Students are responsible for the maintenance, troubleshooting, and proper functioning of their personal computers, software, internet connectivity, and other technology used for participation in the PMC-MOA Program. PMC-MOA does not provide technical repair, installation, maintenance, or support services for personal devices or software owned or used by students.

To help maintain a secure learning environment, all computers used within PMC facilities or for program-related activities must have up-to-date antivirus protection installed and active at all times.

### **3.2.9 Use of Artificial Intelligence (AI) Tools**

The PMC-MOA Program recognizes that Artificial Intelligence (AI) tools, such as ChatGPT, GrammarlyGO, Google Bard, and similar technologies, may serve as valuable learning supports for brainstorming, research assistance, language improvement, and grammar or spell checking. Students are encouraged to use these tools responsibly and ethically to support their learning experience.

However, students must exercise caution when using AI-generated content for academic work. Submitting AI-generated material as original work, or using AI tools in a manner that provides an

unfair academic advantage, may constitute academic dishonesty and a violation of the PMC-MOA Academic Integrity Policy. Instructors may establish specific guidelines regarding the acceptable use of AI tools within individual courses and assessments.

Students remain fully responsible for the accuracy, originality, and integrity of all work submitted for evaluation.

### **3.2.10 Language Use**

English is the official language of instruction, communication, and assessment within the PMC-MOA Program. To promote an inclusive and respectful learning environment, students are expected to use a common language during classroom activities, discussions, group work, and assessments so that all participants can engage equally and effectively.

### **3.2.11 Technical Support for Students**

Students are responsible for the maintenance, troubleshooting, and proper functioning of their personal computers, software, internet connectivity, and other technology used for participation in the PMC-MOA Program. PMC-MOA does not provide technical repair, installation, maintenance, or support services for personal devices or software owned or used by students.

To help maintain a secure learning environment, all computers used within PMC facilities or for program-related activities must have up-to-date antivirus protection installed and active at all times.

### **3.2.12 Cameras and Recording policy**

Course instructors may record student presentations, demonstrations, or learning activities for assessment, feedback, and educational purposes to support fair and complete evaluation. Students may also be required to record themselves completing assignments or practical learning tasks as part of course requirements.

Any recordings created within the course environment are intended solely for educational use within the PMC-MOA Program and must not be shared, distributed, copied, or posted outside the course without the prior consent of the instructor and all individuals appearing in the recording. Students who are not actively presenting may choose to keep their cameras turned off during recorded sessions.

### **3.2.13 Parking**

Student parking is permitted in the front parking lot of the facility (PMC), except in areas marked as designated or reserved parking spaces. Students are expected to follow all posted parking signs and restrictions to ensure safe and accessible use of the parking area for staff, patients, and visitors.

## Chapter 4

# Medical Office Assistant (MOA) Application

The MOA Application chapter outlines the admission requirements, fee structure, payment schedule, and institutional policies for applicants seeking enrollment in the MOA program. It provides a comprehensive overview of applicant information requirements, including personal details, educational background, and supporting documentation necessary for application processing. The chapter also details the total program costs, including tuition, administrative fees, course materials, immunization review, laboratory expenses, and the Training Completion Fund (TCF), while clearly identifying refundable and non-refundable charges.

In addition, the chapter establishes the clinical placement prerequisites, including the requirement for a Criminal Record and Vulnerable Sector Check through the Winnipeg Police Service. A structured payment schedule is included to guide students on deposit deadlines, installment payments, and accepted methods of payment. Furthermore, the document outlines the institution's refund policy, emphasizing conditions related to withdrawal timelines, tuition reimbursement eligibility, and non-refundable fees.

The chapter concludes with declarations of authenticity and applicant acknowledgment sections, requiring signatures confirming the accuracy of submitted information, understanding of institutional policies, and compliance with program requirements. Overall, this application package serves as a formal administrative and legal framework governing admission into the Medical Office Assistant program.

# Application for Admission

## Medical Office Assistant (MOA) Program

(Form update: May 20, 2026)

### 4.1 Applicant Information

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Full Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### 4.2 Program Cost & Fee Breakdown

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- Base Tuition:** \$3,000.00
- Registration & Seat Deposit:** \$700.00  
*(\$250 non-refundable application fee + \$450 seat security deposit applied toward tuition)*
- Administrative Fee:** \$200.00 (Non-refundable)
- Course Materials & Manuals:** \$400.00 (Non-refundable)
- Immunization Review:** \$180.00  
*(Includes medical form completion; physical vaccinations/shots are a separate cost)*
- Lab & Equipment Fees:** \$800.00 (Non-refundable)
- Miscellaneous/Contingency:** \$100.00 (Refundable)
- Training Completion Fund (TCF):** \_\_\_\_\_ *(Varies by province)*

### 4.3 Clinical Placement Requirements

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#### **Criminal Record & Vulnerable Sector Check:**

Applicants are responsible for support service processing. Please note that official record check fees must be paid directly to the **Winnipeg Police Service (WPS)**.

### 4.4 Declaration & Signature

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I certify that the information provided is true and complete. I understand that the application and administrative fees are non-refundable and that a total deposit of \$700 is required to secure my seat in the MOA program.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 4.5 Required Documents Checklist

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Please ensure the following documents are attached to your application. **Incomplete applications will not be processed.**

- Government Issued Photo ID** (e.g., Driver's License or Passport)
- Official High School Transcripts** or High School Equivalency (GED)
- Post-Secondary Transcripts** (If applicable for credit transfer)
- Proof of English Proficiency** (If secondary education was outside of Canada)
- Updated Resume** outlining relevant work experience

*Note: Please submit the completed application along with the required application fee to the Admissions Office. Use the space below to list any additional documents submitted with your application.*

## 4.6 Payment Schedule

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To maintain enrollment, students must adhere to the following schedule:

Payment Milestone	Amount Due	Due Date
<b>Initial Deposit</b> (Registration + Seat Security)	\$700.00	Upon Application
<b>Program Start Fees</b> (Admin, Lab, Materials, Immunization, Misc.)	\$1,680.00	First Day of Class
<b>Tuition Installment 1</b>	\$1,275.00	End of Month 1
<b>Tuition Installment 2</b> (Final Balance*)	\$1,275.00	End of Month 2

*\*Total balance calculation: \$3,000 (Base Tuition) - \$450 (Seat Deposit) + Fees = \$2,550 remaining tuition + fees. Note: The Training Completion Fund (TCF) fee will be added to the Program Start Fees once the provincial rate is confirmed.*

## 4.7 Refund Policy

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- 1. Non-Refundable Fees:** The Registration Fee (\$250), Administrative Fee (\$200), Course Materials Fee (\$400), Immunization Review Fee (\$180), and Lab/Material Fees (\$800) are strictly non-refundable once the application is processed or materials are issued.
- 2. Seat Security Deposit:** The \$450 seat deposit is non-refundable unless the program is cancelled by the institution.
- 3. Tuition Refunds:** A partial refund of the remaining paid tuition may be granted if a student withdraws **in writing in person** within the **first 5 (five) calendar days** (during office hours) of the program. After this period, no refunds will be issued.
- 4. Contingency Fund:** The Miscellaneous Cost (\$100) is refundable upon successful completion of the program, provided no equipment damage or outstanding fines have occurred.

## 4.8 Declaration & Signature

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I hereby certify that all educational documents and certificates submitted with this application are true, accurate, and complete copies of the original records. I understand that any misrepresentation may result in immediate dismissal without refund. I acknowledge that I have read and understood the payment schedule and refund policy.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## 4.9 Educational Background

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### High School Education

Name of School: \_\_\_\_\_ Graduation Year: \_\_\_\_\_  
City/Province: \_\_\_\_\_

### Secondary School Education

Name of School: \_\_\_\_\_ Graduation Year: \_\_\_\_\_  
City/Province: \_\_\_\_\_

**Post-Secondary Education** (College, University, or Technical Training. Add additional pages if required)

1. Institution: \_\_\_\_\_ Year Completed: \_\_\_\_\_  
Degree/Diploma Earned: \_\_\_\_\_

2. Institution: \_\_\_\_\_ Year Completed: \_\_\_\_\_  
Degree/Diploma Earned: \_\_\_\_\_

**Relevant Certifications** (e.g., First Aid, CPR, Medical Terminology)

1. \_\_\_\_\_ Expiry Date: \_\_\_\_\_  
2. \_\_\_\_\_ Expiry Date: \_\_\_\_\_

## 4.10 Payment

Applicants are advised to carefully review the refund policy outlined in Section 4.7 prior to submitting any payment. Payment confirmation and official receipt will be issued by email or regular mail once the payment has been successfully received and processed by PMC. **Note:** At this time, PMC does not accept credit card payments.

### Accepted Methods of Payment

- Interac E-Transfer
- Certified Cheque
- Bank Draft
- Money Order

**Important Note:** All tuition and fees must be paid in Canadian Dollars (CAD). Any service charges or banking fees associated with the payment transaction are the responsibility of the applicant/student.

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**Important Notice:** Completion of the Medical Office Assistant (MOA) Program at PMC does NOT guarantee employment, job placement, immigration status or benefit, professional certification, or licensure. While PMC may provide academic and career-related support, employment outcomes remain subject to individual qualifications, labor market conditions, employer requirements, and applicable regulatory standards. By signing this application, the applicant acknowledges and

accepts that PMC shall not be held liable for a graduate's inability to obtain employment following program completion.

## Declaration of Authenticity

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"I hereby certify that all educational documents and certificates submitted with this application are true, accurate, and complete copies of the original records. I understand that any misrepresentation, falsification, or omission of information may result in the immediate rejection of my application or dismissal from the Medical Office Assistant program without a refund of fees. I authorize the Admissions Office to verify the authenticity of these documents with the issuing institutions if necessary."

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Note: Kindly initial each page of this document.*