



2020



2021

**WORKFORCE DEVELOPMENT TRAINING PROGRAMS CATALOG**  
**Trident University International,**  
a member of the American InterContinental University System

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Courses offered by the Department of Professional and Continuing Education (DPCE) are intended for those who are looking to enter the workforce, advance or change their careers, prepare for industry certifications, or seek personal or professional development. These courses offer innovative and lifelong learning opportunities where one can develop skills, knowledge, and abilities in a specific area of interest or endeavor.

*Specific policies for courses offered by the DPCE are provided within this document. Policies in the overall University catalog are not applicable, unless specifically noted.*

## Workforce Development Training Programs

Under this category of programs, students can take courses that may help them prepare to enter the workforce, advance in their careers, or prepare for credentials offered in the industry. Some of the courses may also be designed for personal or professional development.

### Certification Preparation Courses

These courses are intended to help students prepare to sit for industry certification exams in a variety of fields and disciplines. These courses are academic non-credit-bearing courses that vary in duration. Additional course details are available at this website (<https://certification-prep.trident.edu/>), which is also referenced in this document.

## Cost Information

### Course Costs

Costs are listed on the individual course pages of the website. The course cost includes access to electronic course materials for the access period listed in the Student Center. In addition, some, but not all, courses include physical instructional materials and/or a voucher, which covers the fee for one attempt of the certification examination listed in the course description.

If the student is a California resident, the cost includes the nonrefundable California Student Tuition Recovery Fund assessment based on the rate in effect as of 2/8/2021 (\$0.50 for each \$1,000 of course cost, rounded to the nearest \$1,000). This rate is subject to change at any time without notice. See the “Student Tuition Recovery Fund” section of this document for additional information.

### Payment Terms

Payment (either paid in full or the down payment of the student’s payment plan) must be received by the University before the student will be provided course access. If the course includes a certification examination voucher, the course cost must be paid in full before a voucher will be issued to the student.

## Policies

### Admissions Requirements

There are no admissions requirements for students who take certification preparation courses. Students shall have responsibility to determine whether they meet the minimum requirements for the certification exam (and licensure, if applicable) listed on each course page of the website (see above for link).

### Course Completion

In order to receive a Certificate of Completion, the student must successfully complete the course by the date indicated in the Student Center and course costs must be paid in full. In addition, course costs must be paid in full in order to receive any applicable exam voucher.

### **Refund Policy**

**Cancellation:** A student who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and Arizona state holidays) of signing an Enrollment Agreement and Disclosure is entitled to a refund of all monies paid back to the original source. No later than 30 calendar days of receiving the notice of cancellation, the University shall provide the 100% refund. All requests for cancellation by the student must be made by email to the Student Advisor.

**Refund Policy:** For refunds requested after the cancellation period but within 10 calendar days of the Start Date listed in the Student Center, 100% of the amount paid shall be refunded back to the original source, provided no more than 50% of the course has been completed and all course materials are returned in as-new condition to the University at the student's expense. Such materials must be received within 10 calendar days of the date the Materials Return Instructions are emailed to the student. The cost of materials not received or those that cannot be returned (such as software, membership, or examination voucher) are deducted from the refund. Refunds shall be paid to the student or applied to any payment plan balance within 30 calendar days following the deactivation date of the course. All requests for a refund must be made by email to the Student Advisor. There are no refunds for requests received more than 10 calendar days after the Start Date listed in the Student Center.

### **Transfer Policy**

The student may transfer from one course to another within 60 calendar days following the student's registration date. Course transfer requests must be submitted by email to the Student Advisor. There is a transfer fee of \$125 if the transfer takes place after the first 10 calendar days of the Start Date listed in the Student Center. If the course to which the student wishes to transfer costs less than the original course in which the student is registered, the student shall be credited the difference, minus the transfer fee. If the course to which the student wishes to transfer costs more than the original course in which the student is registered, the student shall be charged the difference plus the transfer fee. The student shall be responsible for the cost of new materials and/or the price difference between versions.

There may be nonrefundable fees associated with the original enrollment for which the student is responsible in addition to the transfer fee and any price difference between the original and new course.

If a new version of the course in which the student is registered is released, the student may transfer into the new version if the student is within the original access period indicated in the Student Center for the student's current course. If the student has received an extension, the student is not eligible for transfer to the new version of the course. The student shall be responsible for the cost of new materials and/or the price difference between versions.

If the student is using a University payment plan to pay for the course, the student must finalize any new financing within 30 calendar days following transfer approval from the University and must be current on the student's existing payment plan.

### **Extension Policy**

If the student requires additional time to complete the course, the student may be granted up to two extensions, each equal to 25% of the initial duration of access. Extensions shall not exceed the initial duration of access by 150%. Extension requests must be submitted by email to the Student Advisor

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within 2 weeks of the original end date. The cost for extension will be determined using the following table:

Course Cost	Cost for Each Extension
\$1 – 1,000	\$75
\$1,001 - 2,000	\$150
\$2,001 - 3,000	\$250
\$3,001 - 4,000	\$350

Extension fees are not refundable. If the student has a University payment plan, they are responsible for making payment on the student’s existing payment plan at the specified dates.

### Hold Policy

A “hold” is a suspension of the student’s participation in the course without penalty. The student may request a hold of up to 90 calendar days by contacting the Student Advisor by email. Holds are granted at the University’s discretion for those with extenuating circumstances such as military deployment or documented medical concerns. The 90-day hold may be taken all at once or in individual sessions of 30 or 60 days. Some course holds may incur a charge; the student shall be made aware of this before the hold is initiated. If the student has a University payment plan, they are still responsible for the regular payments throughout the hold period. If the student remains on hold for more than 90 days, the student shall be dropped from the course.

### Technology Use Policy

Student or staff “Technology Use” refers to the products, services, websites, mobile sites, content, databases, software, technologies, and tools delivered by the University or its authorized providers (collectively, the "Platform"). Your use of the Platform is subject to the University Terms of Use, which can be found at <https://www.trident.edu/terms-of-access-and-use/>.

## Student Information

### Transfer of Credit Disclosure

These are non credit-bearing courses, which mean that they are not intended to award academic credit. As such, the University does not imply, promise, or guarantee that these courses will be accepted by any institution for academic credit. It is the student’s obligation to determine if a course can be used for any other purpose.

### Personal Background Disclosure

**Students with backgrounds that include criminal conduct (e.g., misdemeanor or felony charges or convictions, including those that involve dishonesty or are drug related, or involve conduct that may not have been considered a crime, felony or misdemeanor in the jurisdiction in which the conduct occurred) or financial issues, such as bankruptcy, may not be accepted by companies, agencies, or institutions for employment.** The Student also understands that some employers may require candidates to submit to a drug test, and may deny employment based on substances that are lawfully prescribed or purchased. The Student understands certain positions may have physical requirements that may prevent a student from obtaining employment.

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### **Student Support Hours**

Normal hours of operation are Monday through Friday, from 8:00 am to 5:00 pm Pacific time.

### **Code of Conduct**

All students are responsible for adhering to federal, state and local laws. The University reserves the right to terminate a student's enrollment for reasons including failure of the student to comply with the University's rules and policies including inappropriate conduct or communication. The University may terminate the student's enrollment without a refund at any time for such violations. In addition, if the student is delinquent on a University payment plan, the University reserves the right to terminate the student's access to the course without a refund.

### **Grievance Procedure**

If a student has concern, they should speak with their Student Advisor to seek resolution. If this fails to yield adequate resolution, students may submit their written complaint to the Ombudsman's Office ([ombudsman@trident.edu](mailto:ombudsman@trident.edu)) for additional review.

Nothing in the student's Enrollment Agreement and Disclosure prevents him/her from presenting any issue to an accrediting agency or government agency authorized to hear such issue prior to submitting such matter under this Grievance Procedure. If a student has not reached a resolution with the University, the Student may file a complaint with the applicable state regulatory agency.

Students Who Reside in Georgia: Contact the State of Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, GA 30084-5305; 770-414-3300; <https://gnpec.georgia.gov/student-complaints>

All Other Students: If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 West Adams Street, Suite 3008, Phoenix, AZ 85007, phone: 602-542-5709, website: [www.azppse.gov](http://www.azppse.gov).

All Students: In addition, Trident is part of the American InterContinental University System, which is approved by NC-SARA through the Arizona SARA Council ("AZ SARA"). AZ SARA has jurisdiction over Arizona SARA-approved institutions in relation to non-instructional complaints. Instructional complaints, such as grade grievances, and those related to student conduct are not reviewed by AZ SARA and should not be submitted for review. Distance education students who reside in SARA states (currently all but California) may file a complaint with AZ SARA only after the student has first utilized Trident's grievance process and the Arizona State Board for Private Postsecondary Education's complaint process. Eligible complaints may be submitted to AZ-SARA at <https://azsara.arizona.edu/content/complaint-process>.

### **Student Tuition Recovery Fund - California Residents Only**

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market, Suite 225, Sacramento, CA 95834, 916-574-8900 or 888-370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.



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## Certification Preparation Courses

Each description includes information about the duration and the course hours. The duration is the amount of calendar time that the course materials will be available to the student. The course hours are the estimated amount of time in which the student should expect to complete the course; this can vary by individual. The description provides information if a certification examination voucher is included with the course.

### **Licensure and Certification Preparation Disclosure**

The University has made no determination that this curriculum meets the State educational requirements for licensure and certification in the following states: AL, AK, AZ, AR, CA, CO, CT, DE, FL, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, ND, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, and WY.

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#### PCE-CLMA: Clinical Medical Assistant

Duration: 12 months

Course hours: 540 hours

Instructional format: Self-paced

*This course does not award credit.*

*Includes a voucher that covers the fee for one attempt of the CCMA certification examination.*

In this course, students prepare to take the Certified Clinical Medical Assistant (CCMA) national certification exam. Students explore the necessary skills to function as an important member of a healthcare team in a hospital setting, clinic, or physician's office. The course focuses on medical terminology, medical law and ethics, HIPAA rules, scheduling systems, patient check-in and check-out, contents of a medical record, anatomy, pathophysiology, pharmacology, nutrition, phlebotomy theory, injections, and routine treatment and laboratory duties.

#### PCE-MDAA: Medical Administrative Assistant

Duration: 6 months

Course hours: 160 hours

Instructional format: Self-paced

*This course does not award credit.*

*Includes a voucher that covers the fee for one attempt of the CMAA certification examination.*

Administrative medical assistants are skilled multi-taskers who direct the flow of patients through an office. Effective patient flow allows the practice to operate efficiently, increase revenue, and provide a positive experience for the patient. Their duties can include scheduling appointments, entering demographic and insurance information into practice software, managing patient check-in and check-out, answering phone calls, filing and retrieving paper records, maintaining electronic records, composing correspondence, performing daily financial practices, assigning medical codes and processing insurance claims. This course is designed to help students prepare for the Certified Medical Administrative Assistant (CMAA) national certification exam offered by the National Healthcare Association (NHA).

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### PCE-MBCO: Medical Billing and Coding

Duration: 12 months

Course hours: 370 hours

Instructional format: Self-paced

*This course does not award credit.*

*Includes a voucher that covers the fee for one attempt of CPC®, CCA®, or CBCS certification examination (student chooses one).*

This course is intended for students to develop knowledge, skills, and abilities that will help them prepare to pursue an industry certification in medical billing and coding. The focus is on the legal, ethical, and regulatory concepts central to the medical billing and coding field. Students will have the opportunity to gain practical experience in medical billing and coding and work with the main coding manuals. Medical Terminology focuses on the language of medicine and the structures and functions of the human body. Students will also study the disorders and medical procedures common to each body system. This course also helps students prepare to sit for the following certification exams:

- Certified Professional Coder (CPC®) exam offered by the American Academy of Professional Coders (AAPC)
- Certified Coding Associate (CCA®) offered by the American Health Information Management Association (AHIMA)
- Certified Billing and Coding Specialist (CBCS) offered by the National Healthcareer Association (NHA)

### PCE-PHRM: Pharmacy Technician

Duration: 12 months

Course hours: 400 hours

Instructional format: Self-paced

*This course does not award credit.*

*Includes a voucher that covers the fee for one attempt of the Pharmacy Technician Certification Examination®.*

Pharmacy Technicians support licensed pharmacists in providing health care to patients. This course is intended to help students prepare for the national certification exam offered by the Pharmacy Technician Certification Board (PTCB). This course explores medical and pharmaceutical terminology, pharmacology of medications, and pharmaceutical calculations. The Pharmacy Technician course will facilitate practice in retail pharmacy procedures through an online lab module. Students will study what information is necessary to process prescriptions and physician orders and apply that knowledge to fill mock prescriptions. The curriculum also includes the ethics of pharmacy practice and education about prescription medications, patient care, and interaction, and charges and reimbursement.

### PCE-HRPF: Human Resources Professional

Duration: 6 months

Course hours: 120 hours

Instructional format: Self-paced

*This course does not award credit.*

The Human Resources Professional course is designed to help students prepare to take the PHR® (Professional in Human Resources®) certification exam. This course explores the foundational aspects of human resources, including human resource practices, recruitment, training, performance appraisals, and labor relations. Students will work to develop foundational knowledge of U.S. laws and regulations regarding employment practices, OSHA rules etc. The focus is on industry-recognized practices that align with the Human Resource Certification Institute (HRCI®) and the Society for Human Resource Management (SHRM).

#### PCE-PALS: Paralegal Studies

Duration: 12 months

Course hours: 225 hours

Instructional format: Self-paced

*This course does not award credit.*

*Includes a voucher that covers the fee for one attempt of the CP certification examination.*

This course is designed to help students explore skills utilized in the paralegal field. After successful completion of this course, students will have the opportunity to sit for the Certified Paralegal (CP) exam. Students will examine how to conduct legal research and legal interviews, how to perform legal analyses, and more. They will also receive soft skills training designed to increase workplace effectiveness. The course concludes with a capstone project and a portfolio review. Students will first create a complete litigation file that includes a legal analysis brief, an investigative report, client interview checklist, intake memo, complaint, legal research, and interoffice memorandum of law.

#### PCE-PMGT: Project Management Essentials

Duration: 6 months

Course hours: 100 hours

Instructional format: Self-paced

*This course does not award credit.*

This course is intended for students to acquire knowledge and skills essential for project management. The academic outcomes and materials in this course focus on concepts and knowledge areas such as scope, integration, time, cost, risk, communications, change control, and quality management.

This course is designed to help students prepare for the Certified Associate in Project Management (CAPM®) <sup>1</sup> certification offered through the Project Management Institute (PMI).

<sup>1</sup>CAPM is a registered mark of the Project Management Institute, Inc. For the full list of PMI's legal marks, please contact the PMI Legal department.



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