



# **International Student Package**

## **Medical Office Assistant Diploma Program**

**\*This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit.**

# Medical Office Assistant Diploma Program

**MaKami College** offers a Medical Office Assistant (MOA) Program for those looking to support the healthcare field in an administrative role.



## About the Program

MaKami College's Medical Office Assistant Diploma Program is a 10-month, full-time program. This flexible program is offered in a blended format, with online and in-class components, allowing you to learn at your own pace, with a one month practicum at the end of the program.

- ✓ Unique case study format trains you in both general and medical office procedures as a recently hired MOA in a mock medical clinic setting
- ✓ Learn about the healthcare system in Alberta and the importance of the MOA role in patient-centred care
- ✓ Explore medical office scheduling and billing software directly in your computer
- ✓ Review infection prevention and control strategies to protect yourself and your patients
- ✓ Learn the basics in professional communications, medical office administration, interpersonal skills, computers and technology
- ✓ Learn healthcare fundamentals, medical terminology and basic clinical procedures
- ✓ Build customer service skills and strategies for anticipating patient needs and using positive care approaches to patient interactions
- ✓ Work on easy to follow online courses that guide you through the learning material
- ✓ Practice all the medical office procedures you have learned in our one-week practical skills lab
- ✓ Get real-life experience with 160 hours of practicum training towards the end of your program that you can include in your resume before you graduate

Please refer to your curriculum outline for a complete course list.

# Medical Office Assistant Diploma Program



**High Demand  
Occupation**  
Earn \$25 - \$30 per hour

## Student Services

We know being a student can be challenging - that's why MaKami offers full support services for our students from the time they enrol to when they are established alumni.

### Student Advisory Services (SAS)

The Student Advisory Services (SAS) department will help you with everything you need, from the application process and paying tuition, walking you through Student Aid loans and grants, student loan repayment and more!

### Strategic Academic Learning Team (SALT)

The Strategic Academic Learning Team (SALT) will help you with any learning barriers, such as learning disabilities, accessing disability funds, free tutoring, ESL, counselling and more. And yes - we said FREE Tutoring!

### Standard Admission Requirements

- Applicants must be at least 17 years of age
- High School or equivalent education
- Successful interview with school administration

### Mature Admission Requirements

- Must be 18 years or older
- Admissions interview
- Successful completion of a Wonderlic Exam OR completion of a post-secondary program in Canada.

## School Supplies

All students are supplied with a brand new laptop, scrubs, full Office 365 Suite and more.

Edmonton: 780.468.3454 #137, 8330 - 82 Ave Edmonton, AB

Calgary: 403.474.0772 9618 Horton Road SW | 433 Marlborough Way NE

## WHY CHOOSE MEDICAL OFFICE ASSISTANT AS A CAREER?

- You can be a high earning professional capable of earning \$25-\$30 per hour!
- Have a wide variety of career and employment opportunities to support the healthcare field in a professional administrative position.

## WHY CHOOSE MAKAMI COLLEGE?

- **MaKami College Inc** has the most up to date technology and leading-edge equipment, ensuring that you are starting your career with only the best that the industry has to offer. MaKami College Inc. prepares students for the future using innovative technology.
- **MaKami College Inc** is officially licensed under the Private Vocational Training Act and we hold ourselves to the very highest standards of morality and ethics. We work hard to ensure a safe and comfortable environment for everyone. Our staff is fully committed to contributing to the success of each and every student and alumni.
- **MaKami College** students of all programs have access to supports that ensure their educational success. Free ESL services, free tutoring opportunities, free counselling services and these are just some of the benefits that come with being a MaKami College student.

## ADMISSION REQUIREMENTS

Every 2 months, MaKami College admits a diverse group of students into our programs that include post-secondary applicants, mature applicants, and international applicants.

MaKami College believes that all potential students deserve the chance to be transformed through education and therefore created a student selection process that accommodates qualified applicants on a first-come, first-served basis.



## International Applicants

Applicants coming from abroad must meet our admission requirements listed below.

Applicants must:

- Be 17 years of age or older.
- Provide international educational documentation for review.  
*Transcripts submitted in a language other than English can be translated in English and authenticated by MaKami College Inc.*
- Be able to obtain and provide evidence of a study permit for the duration of the program prior to the program start date and arrival.
- Demonstrate competence in the English language.  
*As English is the language of instruction in all programs at MaKami College, we require you to demonstrate communicative proficiency in the English language prior to admission acceptance. This will enable academic success for all international student applicant of MaKami College Inc.*

Competence can be demonstrated by earning the stated grade on the following tests:

TESTS	MINIMUM SCORE
TOEFL iBT	53
CAEL	50
CLB	7
IELTS Academic	5
Cambridge	CAE-C, CAE-B, CPE-C
MELAB	80
Can Test	4.5
CELPIP General Test	7

## ***MaKami College Academic Policies and Procedures***

### **COMMUNITY**

You, the student, agree that as a classroom community, you will attempt to help fellow classmates enjoy the learning experience. You, the student, will respect the comments made by instructors and classmates during a discussion or discourse and provide commentary to further the conversation in a positive and constructive manner within your comfort to do so. If you, the student, have a disagreement with an individual, it is expected that it is brought to their attention by yourself, as a student, personally at an appropriate time outside of community class involvement.

### **PREPARE TO LEARN**

You, the student, agree to be prepared to bring to all classroom materials, charged laptop, and homework. You, the student, also agree to prepare to contribute to the learning environment in a positive manner.

### **CLASSROOM ETIQUETTE**

The expectation is that you, the student, will respect the instructor as the classroom learning facilitator. You, the student, will not speak out or hold a personal conversation while the instructor (or a fellow student) is speaking. You, the student, understand the importance of structure in the classroom setting and will help the instructor to reduce classroom interruptions by reminding others of disruptive behavior.

### **LEARNING DISTURBANCES**

Please assist in reducing learning disturbances by:

- Arriving early to class
- Turning off and not using cell phones in class
- Being prepared with materials before class starts
- Adhering to modifications given by SAS (Student Advisory Services) and SALT (Strategic Academic Learning Team)

## SAFETY / CLASSROOM MAINTENANCE

Safety is very important to MaKami College. Please notify staff if a safety concern arises. Adhere to the evacuation plan in case of emergency. Classrooms can be used for practical, theory, clinic, and tutoring. You, the student, are expected to clean up each time a space is used. For example, after eating lunch in a classroom please ensure that garbage is disposed of appropriately, space is wiped up and food is not left behind. Do not intentionally damage property. Do not stand on desks or chairs. If something needs repair, notify staff immediately.

## SMOKING & VAPING

Smoking and vaping are prohibited anywhere on campus. Students who wish to smoke will abide by municipal bylaw not to smoke within 10 meters of any window, ventilation system or doorway.

## DRUG-FREE ENVIRONMENT

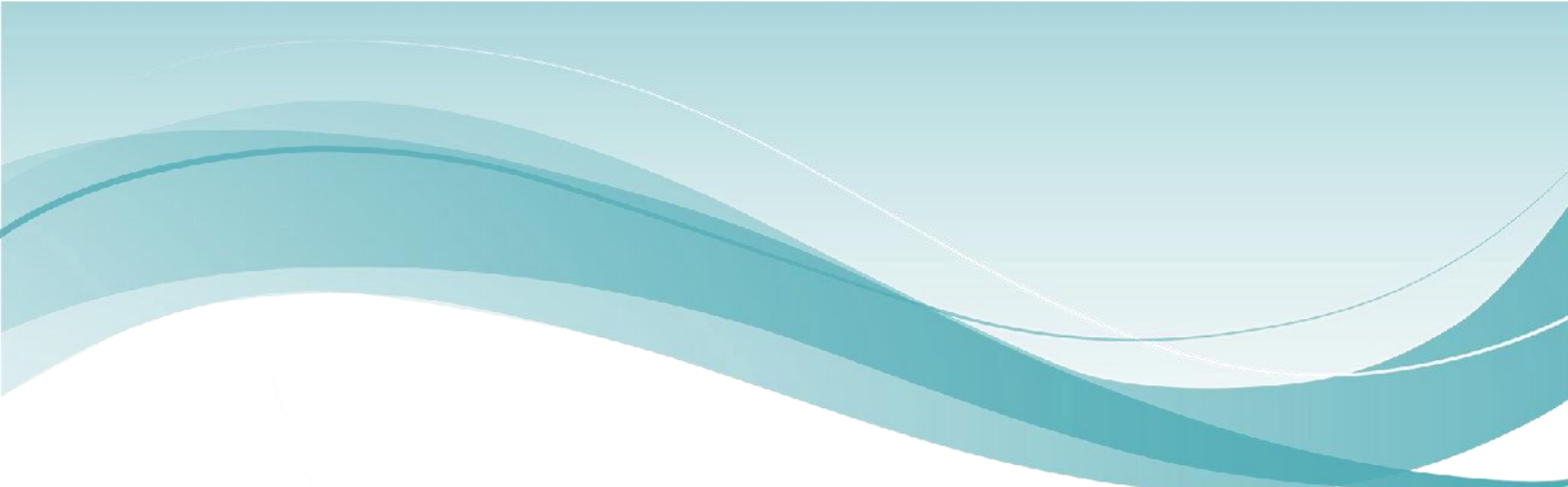
Staff, faculty, and students will not attend classes or curriculum-related functions while under the influence of mind-altering drugs, alcohol, etc. Such actions may result in instant termination and student expulsion. This applies to both prescription and non-prescription drugs.

## ATTIRE

- **Class:** casual, comfortable, and conservative street clothes and close-toed shoes.
- **Practicum:** business attire is recommended. Check the expectations with the practicum host.

## CELL PHONES / DEVICES & INTERNET POLICY

Cell phones are not permitted to be used in class. Internet use must be authorized by an instructor/teacher. Should a student be caught using a cell phone or abusing internet privileges, the student will be asked to put the device away. If a student is asked



multiple times, the instructor may ask the student to leave the classroom. During exams, electronic devices are not permitted.

Students will not use MaKami College internet privileges, or devices, to search or look at inappropriate websites or content. Any content that is sexual or violent in nature, promotes any type of hate crime or discrimination, or is deemed inappropriate by MaKami College staff or representatives (including cyberbullying) may result in serious consequences and loss of privileges.

### LAPTOP

Students are responsible for the care of their laptop. Students are issued **(ONE)** laptop. If the iPad is damaged or stolen, it is the student's responsibility to replace it at their cost.

### CLASSROOM RECORDING

The use of any technologies for audio recording of lectures or other classroom activities is only permitted with the express authorization of the SALT Department and agreed upon by the instructor. Video recording of any kind is not permitted.

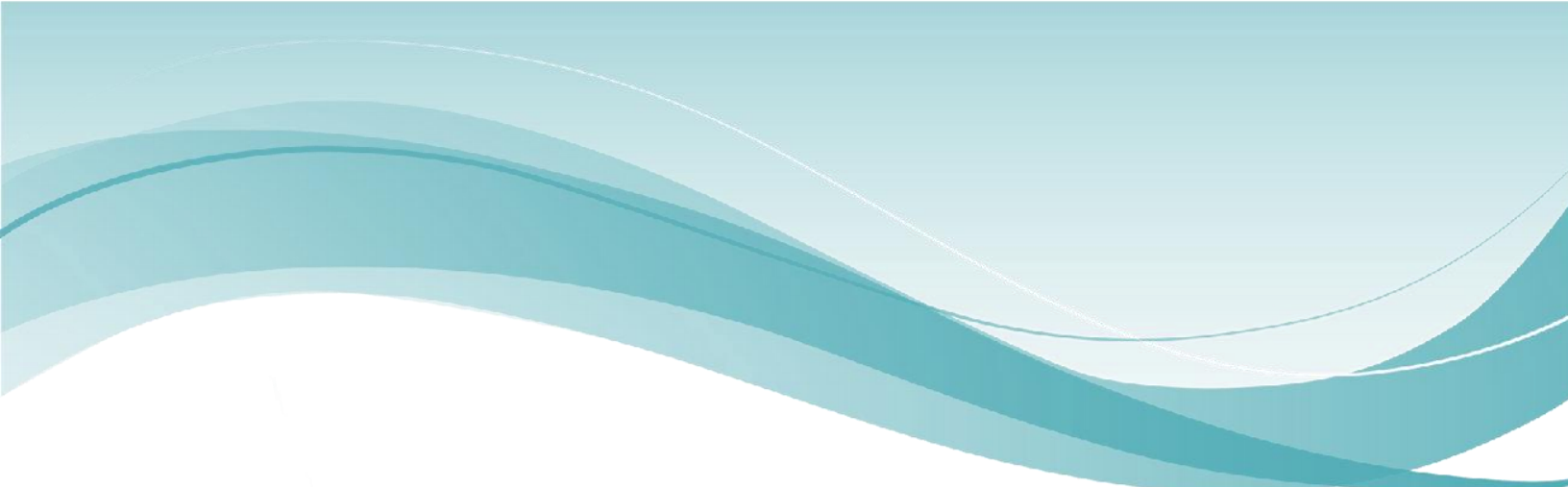
### RESPECT

Campus conduct/culture is reflective of an open and accepting environment which allows individuality as well as community. MaKami College recognizes the dignity and worth of every person without discrimination. As a student of MaKami College, you are considered a representative of MaKami who acknowledges the seriousness of respect and personal worth. An accusation contrary to MaKami College's view of respect may be deemed necessary to investigate based on the internal guidelines of the College. Just as the college is committed to the dignity and respect of individuals, the college expects the students will turn respect each other.

### BULLYING

Bullying, slandering, or false statements of any kind including, but not limited to verbal, emotional, physical, and cyberbullying will **NOT** be tolerated. Students participating in such actions, either in person, on social media or in the digital world, will be spoken to. The situation will determine the degree of action taken including, but not limited to being





terminated from the program at the discretion of MaKami College Directors and staff without further warning. Legal action may be taken in serious cases.

### **DISCRIMINATION**

Discrimination against any classmate on the grounds of race, gender, sexual orientation, or religious beliefs does not foster a positive learning environment.

### **STEALING**

You, the student, are responsible for the care of your own personal belongings. MaKami College and all staff members will not be held responsible for any missing or damaged items. Anyone caught stealing or damaging property may be dismissed from the program and face criminal charges.

### **BOUNDARIES**

Students will continually examine their own boundaries and make someone aware if they have crossed a boundary intentionally or unintentionally in hopes to foster growth for both parties.

### **ATTENDANCE & ABSENTEEISM POLICY**

MaKami College is committed to the success of our students, and we recognize the direct correlation between consistent attendance and success within the program. The expectations are that students will attend all TEAMS lectures, mandatory classes, clinics, practicums, and labs, if applicable.

Should you not be able to attend due to illness or unforeseen circumstances, please call the reception desk and notify them of your absence. It is the responsibility of each student to catch up on any missed lectures, assignments, and exams. The SALT (Strategic Academic Learning Team) will support you in making a learning plan, should you require assistance with staying on track academically.

## EXAM AND ASSIGNMENT POLICY

Practical/In person exams hold the expectation that you arrive dressed appropriately for a professional environment and prepared as such – otherwise, you are subject to a 25% penalty or will not be permitted to attempt the exam.

The Absent/Late Policy applies to examination dates. Additionally, you will receive a 25% penalty on your grade or will not be permitted to attempt the exam on the date. Documented medical notes, legal notes or obituaries can waive the 25% penalty.

### Re-write

Students may take the opportunity to re-write failed exams (64% or lower) up to 3 times with no less than 1 week between attempts. Once an exam re-write is passed (65% or greater), the marks are averaged between the original grade and the re-write grade to a minimum of 65%.

You may not re-write an exam once you have obtained a passing mark of 65% or higher.

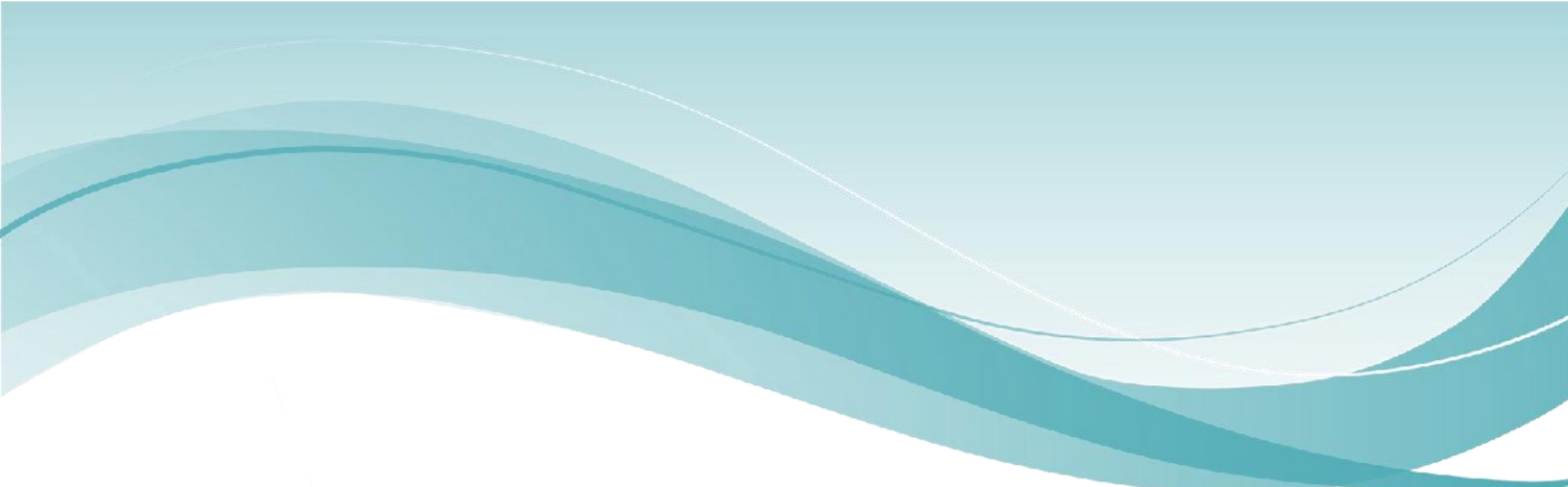
You cannot write an exam less than 24 hours after a tutoring session through the SSC.

## CHEATING

The opportunity to gain knowledge and proficiency in the program is offered equally to everyone for long-term success in your career. While cheating may offer short-term gain in the form of a higher documented grade, it does not make you more proficient in your career after you have completed the program. If you are caught cheating, you will be subject to a meeting with SALT Manager to determine the outcome and consequences of your actions.

## WITHDRAWAL POLICY

Should a student wish to withdraw from a MaKami College program, you, the student, is required to make an appointment with the SAS and SALT Department, follow the instructions on the enrolment contract and provide the college with an intent to withdraw in writing. Any tuition refunds will be calculated as per the Alberta Enrolment Contracts. Should you choose not to notify the college in writing, but fall into one or more of the



situations below, you will be withdrawn accordingly by MaKami College following the outline listed here:

1. When a student has missed five consecutive classes without contacting the institution, before or during the absence, to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days that the student was absent.
2. When a student with a reasonable excuse is absent for more than 30 consecutive days. In this case, the effective date of the withdrawal is the first day during this period that the student was absent.
3. When the student has excessive absences that prevent them from successfully completing their program within the scheduled study period. In this case, the effective date of the student's withdrawal is the last day that the student was in attendance.

The institution must use the effective dates described above when following guidelines for reporting withdrawals and for refunding tuition.

MaKami College must monitor and record student attendance. When students are absent, a history of the students' contact with college and the reason of the absence must be tracked in the student's file. A reasonable excuse for an absence must be described to explain the circumstances requiring the student's absence (e.g., medical, family emergency, etc.).

Should you have any questions regarding any of our policies please contact the SAS team to meet with a student advisor.

### **Additional Reasons for Termination**

- Should a student be attending regularly not be progressing academically in a manner that would allow them to successfully graduate. In the case, there will be a meeting with college faculty to decide the best course of action which may result in a withdrawal/ termination.
- MaKami College will not tolerate harassment, or physical, mental, or sexual abuse. Our campuses must remain a safe place for students, employees, and the public. Should you break college policies regarding the above, your enrolment may be terminated by the College Dean upon an investigation.

## STUDENT COMPLAINT AND DISPUTE RESOLUTION PROCESS

Understand that in a long-term learning environment, disagreements and conflicts are possible. You, the student, agree to follow the MaKami College conflict solution steps and report incidents where required. In the event of a conflict. Attempt to resolve all problems at the level closest to the source, with the least possible amount of rumor or hearsay. Any action, which was **NOT** directly experienced/observed by the complainant, is considered rumor or hearsay, and should a complaint **NOT** be accompanied by written documentation (specifically who said or did what) it may not be acted upon. We ask you to take the following steps:

- Approach the individual who the conflict occurred with and have a discussion with them to establish a resolution.
- If you tried to speak to the individual and received no resolution, or did not feel comfortable doing so, invite a third party (impartial mediator) to assist you in having the conversation.
- You have tried with seeing a resolution or didn't feel comfortable in doing the first two steps, fill out a Campus Concerns Form on the MaKami Toolkit on Moodle. The incident is reported to the appropriate MaKami authority to find a resolution.

Below is the chain of communication students should follow:

The school “**chain of communication**” is as follows:

- Fellow classmates
- Faculty
- Management
- Directors

## REVIEW

### Procedure

1. MEETING IN CONFIDENCE! **Staff and Students can meet** and receive verbal information provided and kept in **confidence**.



## Informal Resolution

2. There may be a meeting to discuss the possibility of an informal resolution. An Informal resolution is an opportunity to meet and come to a conclusion that is acceptable to both parties, and then the matter will be considered resolved.

## Formal Investigation

3. A formal investigation may be required if an informal resolution cannot be achieved or may be ordered by the Owner as the nature of the complaint may require a formal investigation. Formal complaints must be in writing and signed by the complainant. The complaint must include the who, what, when, where, and how and the names of any witnesses. The complaint should be specific to the actions in question.

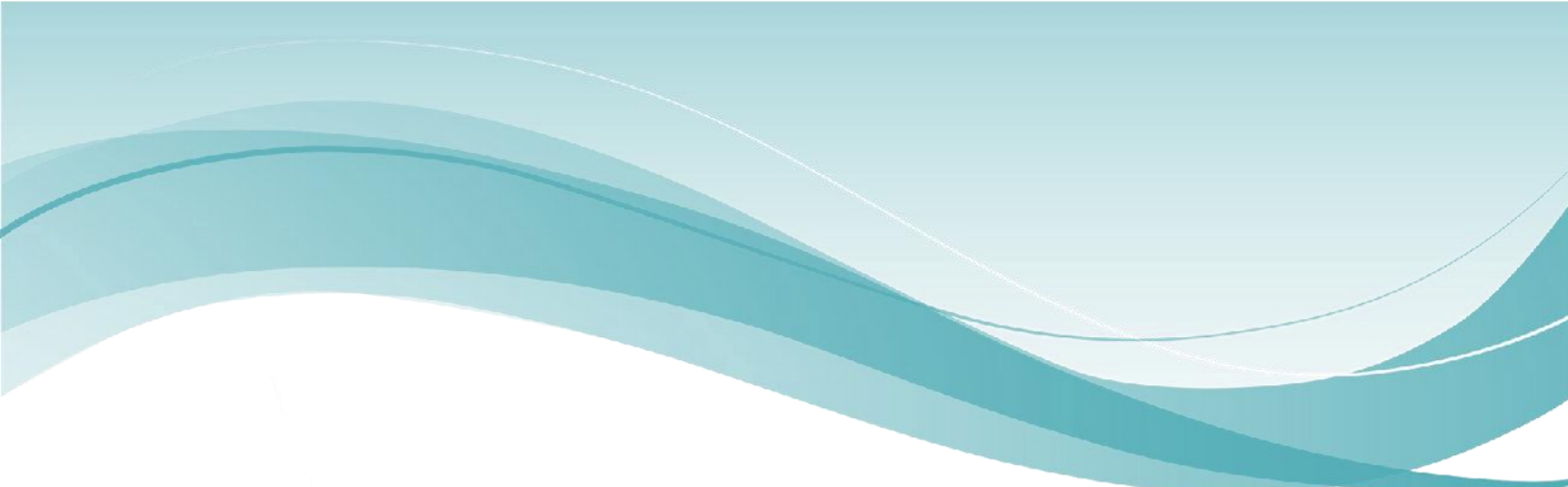
## Notification & Updates

4. Within five days of the complaint, staff will respond either verbally or in writing.  
**THERE IS A DAY TO INFORM THE STUDENT/COMPLAINANT OF POSSIBLE DISCLOSURE REQUIREMENTS FOR RECORDS OR INVESTIGATION.**  
Therefore, in cases where a student supplies information in confidence to staff, the official shall inform the student that the records submitted in confidence and confidential notes kept by the official or by other staff members may be released to third parties if the matter proceeds.

## ADMISSION FEE

**Tuition:** \$12,950 (*tuition includes all fees, books, and supplies. There are no additional costs*)

- The following is included in your fees:
  - Preloaded laptop, with applications and any further tech support required.
- A **non-refundable tuition deposit of \$500** must be paid to MaKami College prior to being accepted into the program. This tuition deposit is transferrable to **ONE** future enrollment for the same applicant and will be considered non-refundable if applicant does not attend. Deposits will be applied to program fees



when the applicant starts the program. All program fees must be paid on the first day of classes.

**All program fees must be paid on the first day of classes.**

### **TUITION REFUNDS**

If a student contract is terminated after the vocational training begins, the college is entitled to the following amounts of tuition:

- When 10% or less of the vocational training has been provided, the college will retain 25% of the tuition.
- When more than 10% but 50% or less of the vocational training has been provided, the college will retain 60% of the tuition.
- When more than 50% of the vocational training has been provided, the college will retain 100% of the tuition.
- If the college has received a tuition fee in excess of the amount that the college is entitled to the college must refund the excess amount.
- Any tuition monies refunded will be sent back to the government, agency, or person from which it was received.



## International Student Package Agreement

I \_\_\_\_\_, have read the International Student Package, last revised in **2022**. I understand its intention and understand what the requirements for this program are. I agree to the responsibilities spelled out in the document including the payment of all tuition, books, and supplies fee on the first day of classes.

I understand that a **non-refundable tuition deposit of \$500** must be paid to MaKami College prior to being accepted into the program. This tuition deposit is **transferrable** to **ONE** future enrollment for the same applicant and will be considered **non-refundable if the applicant does not attend**. Deposits will be applied to program fees when an applicant starts the program.

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Student's Full Name

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Student's Signature

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Date



9618 Horton Road SW  
Calgary, AB T2V 4K8

P: 403.474.0772

F: 587.350.7492

8330 - 82 Avenue NW  
Edmonton, AB T6C 4E3

P: 780.468.3454

F: 780.485.6081

Hands on training and experience

## APPLICATION FOR ADMISSION

Select a Location: ☐ Calgary NE ☐ Calgary SW ☐ Edmonton  
(Check one)

### CONTACT INFORMATION

Name: \_\_\_\_\_  
*Last Name First Name Middle Initial*

Address: \_\_\_\_\_  
*Street Address City and Province Postal Code*

Phone: \_\_\_\_\_ Birth Date: \_\_\_\_\_  
*Home Cell/other mm dd yyyy*

Email: \_\_\_\_\_  
*By providing your email address to us, you consent to receiving electronic communications from MaKamI College Inc.*

Emergency Contact: \_\_\_\_\_  
*Last Name First Name*  
\_\_\_\_\_  
*Relationship Home Phone Number Cell/Other*

### REGISTRATION INFORMATION

Program: ☐ 3000-Hour Advanced Health Care Aide Master Instructor Business Admin Medical Office  
(Check one) ☐ Clinical Massage Certificate Diploma Assistant Diploma Assistant Diploma  
☐ Therapy Diploma

Which month would you like to begin the program? \_\_\_\_\_  
*Month and Year*

Are you a transfer student? ☐ No ☐ Yes If yes, from where? \_\_\_\_\_  
*School/Institution Name*

Preferred Method of Payment upon acceptance:

☐ Cash ☐ Credit Card / Cheque ☐ Payment Plan ☐ Student Finance ☐ Bursary ☐ RRSP

Other: \_\_\_\_\_  
*Please Specify*

Educational Experience

School Name & Location (High School & Post-Secondary)	Highest Grade or Level Completed	Certificate or Diploma Achieved

Social Insurance Number (SIN): \_\_\_\_\_

*Required for the generation of annual CRA T2202 forms.  
Information will be kept strictly confidential.*



## MEDICAL HISTORY

Do you have any allergies?                      No                      Yes

\_\_\_\_\_  
*If yes, please list your allergies here.*

Do you have any disabilities that may prevent or restrict you from fully participating or succeeding in this program?                      No                      Yes

\_\_\_\_\_  
*If yes, please list here.*

Have you been diagnosed with any contagious or infectious diseases?                      No                      Yes

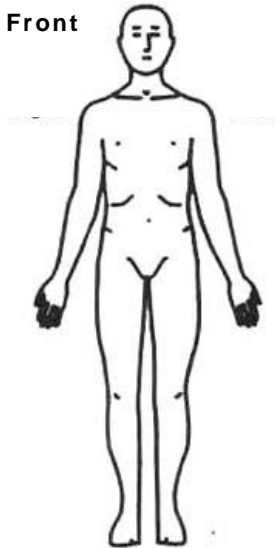
\_\_\_\_\_  
*If yes, please list here.*

*Below Section for ACMT Applicants Only*

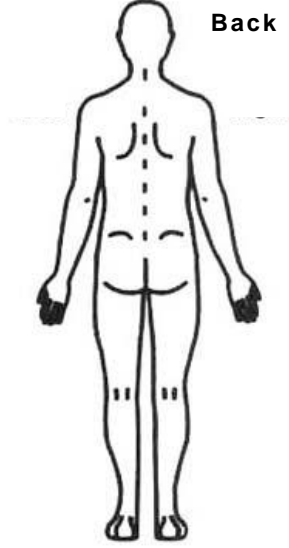
Do you suffer from pain, headaches or have past injuries that still cause discomfort? If yes, please circle the problem areas below:

Please specify:

**Front**



**Back**



Is there anything else we should know?

## DECLARATION

Please sign and ensure that the application form is submitted well in advance. You will be notified regarding the status of your application within two weeks of receiving your application form and transcripts. An interview may be required upon request for admission into the program.

*Health Care Aide students:* Please note that most health care practicum locations require up-to-date vaccination records. The HCA profession requires a clean criminal record check in order to become a registered HCA. Should you have any questions regarding this, please contact a student advisor.

*Massage Therapy students:* Please note that the massage therapy profession requires a clean criminal record check in order to become a RMT. Should you have any questions regarding this, please contact a student advisor.

I, \_\_\_\_\_, have read the above information and understand all that it states.  
I have answered all questions honestly, to the full extent of my current knowledge.

\_\_\_\_\_  
**First and Last Name (print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date (mm/dd/yyyy)**

How did you hear about MaKami College? \_\_\_\_\_

For Office Use Only

**Application Status**

☐

**Accepted**

☐

**Denied**

☐

**Waiting List**

## International Student Package Checklist

To ensure that your application is processed on time, please ensure to include **ALL** of the following documents listed below:

- ☐ A completed International Student Package Agreement ensuring that you have read and understood its contents.
- ☐ A completed International Application of Admissions form.
- ☐ A copy of your International Educational Documentation.
- ☐ Evidence of your competency in English  
*(Please refer to the section on Admissions in the International Student Package for more information)*
- ☐ A copy of government-issued identification *(e.g., Passport picture page)*
- ☐ This completed International Student Package Checklist

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Student's Full Name

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Student's Signature

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Date



## MaKamī Student Advisory Services Department is available to all students.

MaKamī College would like to remind all existing and new students about the Student Advisory Services (SAS) Department! This department is available to assist all MaKamī College Students in both campuses who need tailored services and programs to fit their individual needs.

For more information about the SAS department and how it can help you, contact Shannon Snider at: [shannon@makamicollege.com](mailto:shannon@makamicollege.com)

For International Student inquiries, contact us at:  
[international@makamicollege.com](mailto:international@makamicollege.com)

### EDMONTON

Ph: 780.468.3454  
Boonie Doon Centre  
#137, 8330 82 Avenue  
Edmonton, AB T6C 4E3

### CALGARY

Ph: 403.474.0772  
9618 Horton Rd. SW  
Calgary, AB T2V 4K8

[www.makamicollege.com](http://www.makamicollege.com)



## Student Advisory Services Department

# Simplifying Student Lives

Supporting MaKamī students from application to graduation  
and every step in between!

Networking with local, provincial, and federal partners, MaKami College's Student Advisory Services Department will be assisting students in finding tailored services and programs to fit their individual needs.

Meet the faculty of the MaKami Student Advisory Services Department:

## Calgary

- Marty Kreil – Student Advisory Services Manager
- Linda Fode – Counselling Support
- Neda Rahmani – ESL Support
- Chrissia Vital – Disability Funding Support
- Crystal Swadden – Administrative Assistant
- Sandra Rusu – Academic Support
- Nova Rafael – Student Advisor
- Steven Livingston – Student Advisor
- Qin Huang – Student Advisor

## Edmonton

- Shannon Snider – Director of Student Advisory Services
- Olakunle Akinyode – Manager of Strategic Academic Learning Team  
– Counselling Support
- Melissa Braun – Disability Funding Support
- Andre Glaser – ESL Support
- Nicole O'Connor – Academic Support
- Blanca Vera – Student Advisor
- Barinder Warraich – Student Advisor
- Mandy Johal – SAS Finance Coordinator

<b>Payment Options</b>
Collaborating with students and potential funding sources to meet the needs of students.
<b>Academic Advising</b>
Providing academic support from tutoring services to ESL options.
<b>Housing</b>
Helping students find local, affordable housing options.
<b>Health Services</b>
Providing students with health care options from nearby dentists to walk-in clinics.
<b>Mental Health Counselling</b>
Counsellors and psychologists provide support to students and their families to encourage good mental health and wellness.
<b>Public Transportation</b>
Providing information regarding the nearest transportation options in and around our campuses.
<b>Childcare Services</b>
Linking parents with accessible childcare options for their children.
<b>Low Income Support</b>
Connecting students with the local and provincial partners in finding appropriate programs and services to meet their families' needs.
<b>Discounts for Students</b>
Offering students, a national discount card that provides a 10-15% discount on products and services from over 100 local and national companies.
<b>Part Time Employment Opportunities</b>
Collaborating with local businesses to help students find part-time jobs while studying.
<b>Community Support</b>
Networking with local community organizations like cultural and religious societies to help students find support off-campus and within the community.
<b>International Student Services</b>
Transitioning students into MaKami and Alberta life.
<b>Alumni Support</b>
Introducing students to the MaKami support services for graduates.