

Student FAQ Sheet

OVERVIEW

A Frequently Asked Questions (FAQ) document designed to provide quick and easily accessible information for MedCerts students who may have inquiries or concerns.

STUDENT SUPPORT QUESTIONS

I'm considering canceling my program. Who do I talk to and how long do I have to decide?

We do offer withdrawals and refunds if you decide you no longer want to continue in your MedCerts program after enrolling. To cancel your MedCerts program, you will need to connect with your Student Success Advisor.

Program Cancellation and Refund Policy: You have the right to cancel this agreement entirely either prior to or up to 21 days after the program start date. When written notice of program cancellation is received, a 100% refund will be issued for any tuition and fees paid to date. The written notice must be sent with a date (either in electronic format or postmarked and mailed) on or before the 21st day after your official start date. Before issuing any refund, all program materials and supplies sent to you must be returned, as set forth in section 2 below. You are responsible for all shipping costs to return materials. You have 30 days to return MedCerts materials. If materials are not received within 30 days of Cancellation, your refund is considered void and will not be issued. Refunds will be issued within 30 days following MedCerts' receipt of all returned program materials and supplies.

Materials: Prior to receiving any refund as outlined above, you must first return all program materials and supplies (including, but not limited to, laptops) received from MedCerts. You must return all program materials and supplies (including, but not limited to, laptops) at your expense, insured and tracked through the carrier. Please pack all returned materials carefully to prevent damage. After returning all program materials and supplies to MedCerts, you also agree to destroy all copies (downloaded, backup, printed and/or written) you may have.

Termination: If you cancel or withdraw under this section, your enrollment with MedCerts is terminated and you may not transfer your program materials, supplies, or enrollment to any other person.

Who do I talk to if I want to enroll in another MedCerts program?

When you enrolled in your first MedCerts program, you were assigned an Enrollment Consultant. You can reach out to your original Enrollment Consultant or ask your Student Success Advisor to connect you with a MedCerts Enrollment Consultant to enroll in another program. As a MedCerts alumnus, you qualify for an alumni discount of 40% off your next program!

How can I request a copy of my transcript?

A signed and stamped copy of your transcript, education verification letter, or award of program completion (certificate) can be sent by MedCerts via Parchment services directly to you, an institution, or employer designated on your request ticket. Click here to submit your document request ticket:

<https://www.parchment.com/u/registration/44455832/institution>.

- Cost for digital processing: \$3.25
- Cost for print and mailed services
- USPS Domestic: \$2.50 shipping/handling (+ \$3.25 request fee) = \$5.75
- USPS International: \$5.25 shipping/handling (+ \$3.25 request fee) = \$8.50
- Cost for expedited services
- FedEx (Overnight Domestic): \$30 shipping/handling (+ \$3.25 request fee) = \$33.25
- FedEx (International Priority): \$55 shipping/handling (+ \$3.25 request fee) = \$58.25

How can my Enrollment Consultant support me?

Enrollment Consultants assist students throughout the enrollment process and ensure a smooth transition into the school environment. Your Enrollment Consultant can provide detailed information about MedCerts programs, curriculum, and any special services available. They can answer questions and address concerns, and guide students through the application process, helping them complete required forms, gather necessary documents, and meet deadlines. This can reduce stress for the student and their family. If you decide to enroll in another MedCerts program, they can assist you with that process as well.

How can my Student Success Advisor support me?

Student Success Advisors play a crucial role in fostering students' personal and academic growth, helping them navigate challenges, and empowering them to succeed in their educational pursuits. Their primary role is to help students navigate various aspects of their academic journey and personal development. All questions related to your program, coursework, certification, certification exam, and program completion should be directed towards your Student Success Advisor. You can reach out to your Student Success Advisor or schedule an appointment with them through your Learning Management System (LMS).

GENERAL CAREER SERVICES QUESTIONS

What is Career Services?

Career Services is a department within MedCerts that provides resources, guidance, and support to help you make informed decisions about your career path, job search, clinical search, and professional development.

How can Career Services help me?

Career Services can assist you in various ways, including:

- Resume and cover letter review
- Job and clinical search strategies
- Interview preparation and mock interviews
- Career exploration
- Networking and professional development
- Skill-building webinars

How do I access Career Services?

MedCerts has a dedicated online platform for accessing resources and connecting with a Career Coach. You can access the Career Center via your Learning Management System (LMS) or at <https://careercenter.medcerts.com/>.

Is there a cost for using Career Services?

Career Services is a free resource for enrolled students and alumni. You have access to utilizing Career Services and the career center for up to one year post-program completion.

When should I start using Career Services?

Students can review available resources at any time during their program. Once students are 50% program complete, they are encouraged to log in to Hiration now to start polishing up your resume and receive feedback and suggestions from our Career Coach team!

How can Career Services help me with my job search?

Career Services can partner with you to update your resume and cover letter, build your LinkedIn profile, develop a personalized job search strategy, and help prepare you for interviews.

Does MedCerts assist with job placement?

MedCerts does not provide or guarantee job placement. MedCerts partners with employers to promote job and clinical opportunities for students. Check out the Jobs section of the Career Center to see current featured opportunities and suggested employers. MedCerts Career Coaches are also available to partner with students on their job search strategies.

What resources are available on the Career Center?

Our Career Center houses resources that can be used in your search for a clinical site or for employment. These resources include handbooks, trackers, outreach templates, salary tools, and more!

How do I schedule an appointment with Career Services?

Once students have completed 50% or more of their program, they can schedule an appointment with their Career Coach using the Ask A Career Coach form.

I have an interview, how can I request support?

To partner with a Career Coach in preparing for upcoming interviews, you can submit a request to connect with a Career Coach via the Ask a Career Coach form. If you are already working with a Career Coach, you can schedule an interview preparation meeting with your Career Coach via their Calendly link.

How can I make the most of my Career Services experience?

Be proactive, attend webinars, utilize the Career Center resources, connect with a Career Coach, ask questions, and follow their guidance to make informed decisions about your career journey. Remember, Career Services is there to support you throughout your academic and professional journey. Don't hesitate to reach out and take advantage of the valuable resources they offer.

CLINICAL QUESTIONS

Can Career Services help me with my clinical site search?

MedCerts does not provide or guarantee clinical sites for students; however, there are resources available on the Career Center that students can use in their search. Career Coaches are also available to partner with students on their search strategies and provide support with career readiness. Students must be at least 50% complete with their program.

Does MedCerts place students into a clinical site, or does MedCerts have a list of clinical sites?

MedCerts does not provide or guarantee clinical sites. It is the student's sole responsibility to secure their site; however, if a site requires MedCerts sponsorship, MedCerts can provide the following:

- An affiliation agreement with the site
- A certificate of insurance.

Students must be 85% complete with their program before they can begin their clinical rotations.

How long does it take to complete my clinical requirements?

Every clinical site and clinical experience is different. If the clinical site needs an affiliation agreement with MedCerts, the clinical process could take a few months. Once you have started your clinicals, how long it takes to complete them will depend on the clinical requirements related to your certification. Please visit your clinical handbook to review your requirements.

How do I let MedCerts know I found a clinical site?

When you find a clinical site, we may have to sign an affiliation agreement with them before you can start. Please provide contact information on the Clinical Site Information Form so we can reach out to the site. You may locate the Clinical Site Information Form in your MedCerts Learning Management System (LMS) under the Clinical Pathway.

Where do I submit my clinical log once completed?

Document your requirements on the Clinical Log form, and return your completed form to the MedCerts clinical team (clinicalsupportteam@medcerts.com) Once received and approved, your National Certification will be released to you.

How can my Career Coach support me?

Career coaches provide career guidance, support, and advice to students in various aspects of their careers, such as job search strategies, career transitions, skill development, networking, interview preparation, resume and cover letter support, and overall career planning. You should direct any career-related questions to your Career Coach.

How can my Clinical Coordinator support me?

Clinical Coordinators assist with the onboarding process once a student has secured their site. They partner with students to make sure that onboarding requirements are completed on time, that a student receives their start date, and has a positive experience at their site. Clinical Coordinators also remind students of their clinical deadlines and release certifications once all requirements have been met.

How can my Employer Relations Coordinator support me?

Employer Relations Coordinators partner with employers and clinical sites to prepare and complete affiliation agreements, letters of intent, and gather requirements that are needed before students can begin their clinical rotations.