

# Medical Office Administrator Certificate Program Student Handbook



## Welcome

The Instructors and Staff of the Medical Office Administrator Certificate Program welcome you to Langara. We look forward to getting to know you while you study with us. All members of the MOA Program are committed to your success in meeting the goals of the program. We are here to support you as you learn about the work of a MOA in a respectful educational environment.

If you have specific questions related to the MOA Handbook, you may contact either the Program Coordinators, Department Manager, or Instructor of the program.



# Welcome to the Langara MOA Certificate Program

We are excited to offer you this unique opportunity to be part of the 105 hour, Medical Office Administrator Certificate Program at Langara College. You have made the decision to participate in this program knowing that it is an intense offering, and that your responsibilities to conduct yourself in a professional, studious manner while attending and studying for this program is not only an expectation, but is very much required for your success.

To ensure you further understand the commitment you are making, we ask you to review the Program Policies outlined in this document, and to sign the Memorandum of Receipt and Understanding your instructor will provide to you after reviewing this document and the course outline. This agreement shows that you understand your obligations to be a courteous and focused student, and to display the work habits you would demonstrate in a professional job environment.

## Program & College Policies

### BACKGROUND

This Student Handbook has been developed to assist you to meet the expectations required by this program. The policies, standards, and procedures apply until students graduate from the Program. Faculty and staff of Langara have developed policies, and procedures based on existing Langara policies. MOA students are accountable for following these standards, policies and procedures, in order to provide safe, ethical, and competent client care in an MOA career.

The instructors and staff of the MOA Program presume that all students registered in the Program are interested in engaging in an intense and demanding program of study and are prepared to follow all policies, and procedures outlined in this document. As a student in the Langara College MOA Program, you will find this handbook an essential and valuable resource; please save it in a place where it is easily accessible. You are expected to have a working knowledge and adhere to the policies, standards, and procedures outlined in this handbook. As an informed and active participant in your education, it is expected that you will read and understand the information in this document. The most current version of the handbook applies to all students.

All students enrolled in the MOA program receive the Student Handbook outlining specific departmental policies and procedures, including attendance, conduct, evaluation, and promotional guidelines. You must read and sign a memorandum of receipt and understanding. Failure to sign and return this memorandum in no way relieves you of the responsibility to know the information contained in this document. If the memorandum of receipt and understanding is not received, the assumption is that you understand and will adhere to the student policies. Any changes in personal information (i.e.: address, phone, name, etc.) must be submitted to the Continuing Studies Registration Office. It is your responsibility to ensure that the Memorandum of Understanding reaches the MOA Program Coordinator by submitting the signed form by the date indicated on the form.

## 1) MOA CERTIFICATE - SPECIFIC PROGRAM POLICIES

### **Attendance Policy**

Students are expected to attend all classes; the instructor in most of your classes will take daily attendance. Students who do not attend classes in which there is a scheduled activity, assignment, presentation, quiz, or exam will not be eligible for a passing grade for these assessments, except where there are documented extenuating circumstances (such as health-related issues and other serious situations). Your attendance will be a component of the Career Preparation grade of the MOA program. If you are not able to attend a class, please contact your instructor directly by email in advance for guidance. Students must submit a letter or note documenting extenuating circumstances and all medical reasons for missing classes, assignment deadlines and exams to their instructors and the Program Coordinator, Raymond Chow (rchow@langara.ca)

### **Course Content Responsibility**

Students are responsible for the entire course content which includes the materials assigned from the program manual, handouts, and any topic covered or discussed in class. It is important that students pre-read the assigned material and or/readings for the next classes' coverage. If for any reason the student misses a class, or part of a class, it is their responsibility to obtain the missed material from a classmate.

### **Examinations**

All quizzes and exams must be written on assigned dates. Accommodations will be considered for extenuating circumstances only. Accommodations will only be made with proper documentation and advanced notification. **There will be no exceptions**, other than under exceptional documented circumstances or medical related reasons.

### **Tardiness or Leaving Early**

Attendance will include a record of late arrival to class, late return from scheduled breaks, and leaving class early without telling the instructor in advance. Please make an effort to always be on time. It is disruptive to the instructor, others in the class, and your learning process. Instructors are permitted to not allow late students into the class until the break. Marks may be deducted from the Career Preparation component of your grade for missed classes and lateness, at the discretion of the instructor.

### **Disruption and Talking in Class**

Students are expected to demonstrate their respect and consideration for their peers and instructors by avoiding talking in class in ways that disrupt lectures, interfere with questions, or interrupt discussions. If this is a persistent problem with individual students in the class, your instructors can choose to refer to the Program Coordinators regarding the situation, and a meeting addressing disruptive student behavior may be required. In more serious cases, such as where the instructor may report incidents of persistent or deliberate disruption, a Student Conduct Meeting with the Office of Student Conduct and Academic Integrity may be called for. Repeat interruptions by students in class may result in the student being removed from the program.

### **Electronic Devices**

Students should follow the basic rules of courtesy and of respect for the learning community during class sessions. To support the learning environment, all electronic communication, messaging, recording applications, and social media (e.g. mobile phones, iPhone watches, etc) must be turned off during class – unless invited to use them by the Instructor. Mobile device use, if important for family reasons, should be pre-approved by the instructor. All other use of these devices should be done elsewhere during their breaks, and instructors can ask that students leave the class if they continue to use text or use social media. The use of laptops in the classroom for note taking will only be permitted at the instructor's discretion.

## **BASIC RULES FOR CONDUCT IN ALL MOA EXAMS AND QUIZZES**

1. Please bring your student ID to all exams, and show your ID if requested to do so.
2. Communicating with any person during any examination is NOT allowed. Please do not talk with other students for any reason during the exam. Failure to abide by this WILL result in termination of your exam. If a question must be asked of the examination invigilator or your instructor, please raise your hand – and wait for the instructor to respond to your request.
3. Mobile devices **are not allowed** during exams and must be turned off, placed in a personal bag, and stored at the front of the room. If mobile devices are used in any way during an exam, they will be confiscated and you may receive a failure on that exam, and risk possible expulsion from the program. If you are expecting an emergency call, or text, please advise your instructor beforehand so a viable solution may be found.
4. If for any reason you must leave the room during an exam, your exam will be considered complete, except by extenuating circumstances, and pre-approved by the instructor/invigilator.
5. Bags and backpacks must be left at the front of the room with the instructor or invigilator.
6. Open book exams: If this is part of your program, you will be allowed to use your textbooks and notes. Please check with your instructor for the permissible materials for an open book exam.
7. Closed book exams: no textbooks, laptops, notes or papers other than those provided by the instructor for this purpose, may be used. Please keep your phone, iPhone watch, scrap papers and notes in your bag at the front of the room.
8. Please remember to bring your own calculators, pens, and other materials to all of your upcoming course exams. No sharing of such items is allowed.
9. If you are taking an exam online in a lab or at a predetermined location, you may not have any website or application open during the exam that might be used to email, message, or conduct a search. This will be strictly enforced by the exam monitors, and if any web windows are found to be open other than the one you are required to work on, you risk receiving a zero on your exam and possible disciplinary action.
10. Students are expected to use the washrooms prior to their exams.
11. The instructor for the course and/or the exam invigilator has the authority to confiscate exam papers or to require you to shut down an online exam if any misconduct, interruption or other breach of the rules for exams is observed or suspected.
12. If an instructor or an invigilator directs you to change your seating, warns you to stop a behavior, or gives you an instruction to stop your exam for whatever reason, you must comply without disturbing the other test-takers in any way. Any discussion of what has happened will only take place after the exam has ended with the Program Coordinator involved.

## **2) COLLEGE ACADEMIC AND CODE OF CONDUCT EXPECTATIONS POLICIES**

### **College Policies**

Langara College requires all members of the College community to conduct themselves in a manner that promotes a learning and working environment characterized by encouragement, free enquiry, integrity, mutual respect, professionalism, recognition of achievement, and social responsibility. The College community respects diversity, is civil, and provides for individual safety.

As a Langara College student, it is your responsibility to be aware of and comply with all **Langara College Policies and Procedures**. Please refer to the <https://langara.ca/student-services/student-conduct-and-academic-integrity/index.html> web page for links to individual College Policies and Procedures. Key Langara policies to note include:

E1003 - Student Code of Conduct

F1004 - Academic Integrity Policy

E2008 - Academic Standing - Academic Probation and Academic Suspension

F1002 - Concerns about Instruction and Course Delivery

### 3) ASSISTANCE TO UNDERSTAND POLICIES

#### Preventing Plagiarism and Cheating

This is a brief guide to some of the resources that are available at Langara and elsewhere to help students understand and prevent plagiarism. Presenting the intellectual work or ideas of someone else as your own without acknowledgement or giving proper credit to the sources is plagiarism. There are many free resources that are available through the [Writing Center](#) at the Langara College Library to help students to properly cite and reference sources in their written work.

This includes information handouts as well as free tutoring sessions. These sessions will enable students to acknowledge and cite the ideas and information produced by others in academic work. If you have any doubts or questions about which practices are acceptable for citing sources in your academic work, and what might constitute plagiarism, the best thing to do is to talk to your instructor.

The other responsibility is to be informed about plagiarism. Everyone should know what plagiarism is and how to avoid it. Remember, the College's [Academic Integrity](#) (F1004) policy tells us that, "[f]or plagiarism to occur, intent is not necessary; plagiarism can be either intentional or unintentional, therefore, not knowing the rules is not an excuse to break them."

#### Resources for Avoiding Plagiarism

Please visit the following websites and read carefully:

[Avoiding Plagiarism](#) web page – Langara College Library

This is a brief guide, for students, to resources available at Langara and elsewhere that will help you understand and avoid plagiarism. Includes video tutorials.

[Citing Your Sources](#)

This page provides help with the citation styles most commonly used at Langara College. If you are not sure which style to use for your assignment, consult with your instructor.

#### Cheating

The College's [Academic Integrity](#) (F1004) policy defines cheating as "an act of deceit, distortion of the truth, or improper use of another person's effort to obtain an academic advantage."

Cheating includes, but is not limited to:

- a. Plagiarism or Self-plagiarism;
- b. Copying another student's examination or allowing a student to copy your examination;
- c. Using unauthorized information, books, notes, diagrams or other aids during an examination;
- d. Obtaining or using unauthorized material, such as a copy of an examination before it is given;

- e. Fabricating information, such as data for a lab report;
- f. Violating procedures prescribed to protect the integrity of an assignment, test or other evaluation;
- g. Collaborating with others on assignments without the instructor's consent;
- h. Having another person take an examination in one's place; or submitting a take-home examination or assignment as one's own where completed in whole or in part by another person;
- i. Altering examination answers and requesting the examination be re-graded;
- j. Communicating with any person during an examination, other than the examination invigilator or faculty;
- k. Helping another person cheat.

Please be aware that the College and Langara Continuing Studies take allegations of cheating in all forms very seriously, and action will be taken to investigate and deal with cheating under all relevant Policies and Procedures.

### **Penalties**

Penalties Available Upon determining the facts, and confirming the allegations, the Division Chair may issue one or more of the following penalties:

- warning or reprimand
- failed or reduced grade on an assignment or examination
- incremental or additional course work
- failed or reduced grade for a course

## **Classroom Culture in Canada**

### **WHAT IS "CLASSROOM CULTURE"?**

- Our underlying assumptions about how instructors and students should behave in class
- It might be different from your home country. Instructors in Canada expect students to take a responsible and active role in their learning and education
- It varies from class to class and instructor to instructor

### **FIND OUT YOUR INSTRUCTORS' EXPECTATIONS**

- Many instructors expect students to actively participate by:
  - Asking and answering questions in class – share your learning experience
  - Joining in group work and discussion activities
- Some instructors give marks for attendance and for class preparation – be on time for class, and return from breaks on time!
- Check your course outlines or if you don't know, ask your instructor in the first class
- If you are going to miss a class for medical or other reason, let your instructor know in advance

### **GET TO KNOW YOUR INSTRUCTOR**

- Instructors are a valuable resource – use them!
- Our instructors enjoy teaching and want to see you do well
- Instructors might be willing to be your references for future job applications if they know that you are a hardworking and reliable student. References will not be provided to those students who do not show exemplary respect in class, and participate in all aspects of the program.
- Get to know your instructors by actively participating in class and by reaching out to them when you have questions

## CONTACTING YOUR INSTRUCTORS

- If your instructor provides it, you may contact them by email
- If you are to meet with your instructor, be prepared BEFORE you contact your instructor:
  - Write down SPECIFIC questions or topics you want to cover
  - Make notes on what your instructors is telling you

## MANAGE YOUR TIME FOR ASSIGNMENTS & EXAMS

- Start working on your assignments early- plan ahead!
- Due dates are important – take them seriously
- Know the penalties for late assignments and missed exams
- Grades are earned during the program – they are not negotiated after the module is over
- If you have a problem – talk to your instructor or program coordinator as soon as possible

## SUMMARY

- Take an active role in your learning – ask questions. Be polite and respectful, but ASK questions when you need help
- Use the knowledge, experience, and expertise in the classroom to your benefit
- Practice responsible time management
- Take initiative and be self-motivated
- Respect the learning of other students and their right to ask questions
- Treat your time spent learning in the MOA program as preparation for professional success

## Scent Sensitivity

Did you know there are people on campus who have an environmental allergy or a sensitivity to scents and odours? Some items such as scented hygiene products, lotions, cologne, perfumes, or even food can trigger symptoms and reactions, including:



- Headaches
- Dizziness
- Nausea
- Skin irritation
- Shortness of breath

Langara is committed to providing a safe campus for everyone. Please learn more about our guidelines for a scent and odour-free environment because when everyone is healthy, we can all do our best work.

Learn more: <https://langara.ca/campus-facilities/security/health-and-safety/scent-awareness.html>

Additional questions about the in-class, and on campus student expectations?

Please email [moacertificate@langara.ca](mailto:moacertificate@langara.ca)

## MEMORANDUM OF RECEIPT AND UNDERSTANDING

for students in the Medical Office Administrator (MOA) Certificate Program

updated March 2023

Students must sign to indicate their agreement and understanding of the rules pertaining to their participation in the Medical Office Administrator (MOA) Certificate Program as outlined in the Langara MOA Student Handbook and the Student Agreement provided to them in their welcome email, in their MOA manual, and as posted to the Langara webpage:

<https://langara.ca/continuing-studies/programs-and-courses/programs/medical-office-administrator/pdf/student-web-version-email-handbook-agreement.pdf>.

The MOA Student handbook and Memorandum of Receipt and Understanding documents contains MOA Program agreements regarding:

- i) Recommended Prerequisites understanding
- ii) Student Conduct Agreement (further details in the *Langara MOA Certificate Program Student Handbook*)
- iii) Refund policy
- iv) Program Pass Guidelines/Policy
- v) Attendance
- vi) Employment requirements

NOTE: \* Rewrite is used for both 'rewrite' and 'rescheduled' in this document. There are no refunds for any portion of the program once the program has started. There are NO exceptions to the guidelines provided here.

### i) RECOMMENDED PREREQUISITES ACKNOWLEDGEMENT

Review details of these recommendations as outlined on the website [www.langara.ca/moa](http://www.langara.ca/moa)

You will not be asked to provide proof of these recommended prerequisites, however you must be aware that if you do not meet this recommended prerequisites, your chances of success may be hindered.

- **Fluency in written and spoken English:**

Strong English skills are required. Recommended: Minimum Grade 11 English or equivalent (CLB minimum 7 with 8 on Comprehension and/or IELTS minimum 6.5). Students who are weak in English skills should consider upgrading through an English as a Second Language Program or pursue an English for Academic Purposes course. These may be viewed on the Langara website under LEAP. You may also wish to prepare for this program by taking additional English classes, or Medical Terminology Level 1. Details may be found at [www.langara.ca/cs](http://www.langara.ca/cs). If you are uncertain of your English level, please check with the LEAP program at Langara [www.langara.ca/leap](http://www.langara.ca/leap).

- **Strong comprehension skills:**

As this program is delivered in an intensive format, students must be prepared to meet the expected rigours of this type of program. The program is fast-paced with frequent assignments and quizzes. Students must be able to work effectively and independently. Medical terminology is a large component of this program, so ensuring the ability to comprehend and apply this knowledge is a necessity.

- **Competent Computer and keyboarding skills:**

This program does not provide instruction in word processing, spreadsheet, keyboarding, or other computer programs however you are required to have the ability to easily navigate through a computer and use these programs to be successful in this certificate program. If you require additional training in this area, the program coordinator can provide links to other educational training in this area. Please note these skills are required to obtain employment in this field.

I have reviewed and understood the suggested recommended prerequisites as outlined above

\_\_\_\_\_ Initial

## ii) STUDENT CONDUCT AGREEMENT

1. I have read, and agree to the Program/College Policies as outlined in the MOA Student Handbook provided to me in the MOA manual (and online at [www.langara.ca](http://www.langara.ca)). I understand that it is my responsibility to abide by all published Langara College polices, rules, and regulations, and to follow local, provincial and federal laws.
2. I will not engage in any form of discrimination, harassment, bullying, or any other threatening, violent, or disrespectful behavior that is directed at other persons or property at the College.
3. I have received the Langara Medical Office Administrator program outline, and I accept the rules and regulations of this program at Langara College, and any amendments that may be announced while I am a student of the College.

I have reviewed and understood the conduct that is expected of me in class as outlined above in item ii) MOA Student Conduct Agreement \_\_\_\_\_ Initial

## iii) ATTENDANCE

### 100% ATTENDANCE REQUIRED:

Students are expected to attend all classes. Students who do not attend ALL classes **must** submit a supported letter or note documenting extenuating circumstances and all medical reasons for missing classes. A doctor's note may be requested. Assignment deadlines and exams are still required to be met and classes in which there is a scheduled activity, assignment, presentation, quiz, or exam will not be eligible for a passing grade for these assessments, except where there are documented extenuating circumstances (such as health-related issues and other serious situations). Your attendance will be a component of the Career Preparation grade of the MOA program. If you are not able to attend a class, please contact your instructor immediately by email in advance for guidance.

## iv) LANGRA MOA PROGRAM: PASS GUIDELINES

Students must achieve a cumulative **final grade of 70% or greater** on each of the three modules to pass the program.

### EXAM AND EVALUATIONS:

All first time exams and evaluations must have a minimum 60% to receive a pass grade. Less than 60% on an exam/evaluation is granted a fail/zero (U=Unsatisfactory) of that evaluation and that module. Students are permitted to request a rewrite for initial fails; multiple requests will not be accepted. Permission is granted only in exceptional circumstances and as defined by the instructor/coordinator.

If provided with the opportunity of a rewrite/rescheduled exam or evaluation the minimum pass grade of the exam/evaluation is a 65%. Assistance from the instructor will not be provided to help students prepare for exam retakes. You must review your own notes or if required, seek assistance from your classmates.

### REWRITES ARE NOT AUTOMATIC.

- Granted on a student-by-student basis upon approval of the instructor and/or program coordinator.
- A rewrite **will NOT be granted** for students who have been caught cheating on any evaluation/ exam within the program.
- Rewrites **are NOT granted** for exams/evaluations less than 45% except by extenuating circumstances as approved by the instructor and/or the program coordinator.
- Rewrites may be provided **only** if students have attended all relevant sessions related to the content of the subject exam/evaluation, unless prior approval was obtained from the instructor/ program coordinator.
- Rewrites may be provided **only** if time permits within the module (or within an allowable time-frame\*\*); as approved by the instructor).

**REWRITE GUIDELINES (by extenuating circumstances and only if approved)**

- Only** one rewrite per evaluation (or exam) allowed.
- Only** one rewrite per module allowed.
- Your request for the rewrite must be in writing to the instructor.
- Additional fee for retakes may be applicable. Instructor will advise.
- Pass grade is a minimum 65% on any/all rewrites** (versus 60% on original exam/evaluation)
- Total cumulative grade, including rewrite and other evaluations in module, must meet or exceed 70% to pass the module.
- If students are caught cheating in any exam/evaluation (first attempt or rewrite), students will receive a fail/zero and be reported to student conduct (see Student Handbook for penalties which include expulsion). Cheating on a rewrite is an automatic fail of the module.**

**RETAKE OF MODULE(s)**

- If student receives a "U" or an "I" (Incomplete), on any one of the modules, they are permitted to register in the same module in a subsequent term with approval from the instructor and the program coordinator. Fees apply.
- Students may only retake one module in the program. If more than one module retake is required (as indicated by a "U" or an "I"), then they must re-register in the whole program in a subsequent term. Student must pay the full program fee.

*\*\*Example of allowable time-frames for rewrites:*

- ❖ Sat/Sun session: 1 weekend past the module completion date;
- ❖ Weeknight or August session: 3 class dates past module completion;
- ❖ As assigned by the instructor;
- ❖ *Any rewrites that are offered beyond the last date of Module 3 will incur a fee.*

**I have reviewed and understood item iv) the Langara MOA Program Pass Guidelines as outlined above** \_\_\_\_\_ Initial

**v) REFUND POLICY**

**I understand that there are no refunds for any portion of the program once the program has begun** \_\_\_\_\_ Initial

**vi) EMPLOYMENT REQUIREMENTS**

This program only covers part of the skills required to obtain employment as a Medical Office Administrator/Assistant. You will need to have, or obtain elsewhere, the administrative skills required for working in an MOA office. The job requirements in each office may vary so it is your responsibility to view the requirements to determine your employment eligibility.

**I understand item vi) Employment Requirements as outlined above** \_\_\_\_\_ Initial

Questions regarding these guidelines may be directed to:

**Program Coordinator: rchow@langara.ca**

I acknowledge and agree to all content within this Memorandum of Receipt and Understanding and the content within the MOA Student Handbook. If I have any questions regarding the content of these documents, I have had these resolved.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Student number: \_\_\_\_\_ Program start date: \_\_\_\_\_