



205 2nd Street NW
Cleveland, Tennessee 37311
(423) 614-3838

2018

INSTITUTIONAL CATALOG

MISSION STATEMENT

The mission of Matrix Medical Training Center is to improve the quality of patient care through solid education and by instilling moral and ethical values to those who choose a career as a healthcare professional.

We accomplish this mission by preparing students for employment as responsible, caring healthcare professionals who will assist in meeting the quality care needs and help to improve the quality of life for those in their care.

In efforts to fulfill our mission, Matrix Medical Training Center is dedicated to:

- ❖ Selection, support, and development of talented, caring faculty and staff who wish to create and open and cooperative learning environment
- ❖ Serving a diverse student body and promoting high levels of student achievement
- ❖ Continuous improvement in all aspects of operations through the use of inclusive, participatory planning and meaningful assessments of processes

Matrix Medical Training Center employs instructors dedicated to ensuring student success through team teaching efforts. Supporting, encouraging and recognizing the abilities, values, cultural and gender diversities of the student population is among top priority in promoting the success of our graduates.

In fulfilling our mission, Matrix Medical Training Center seeks to inspire our students to be active members within their chosen professions. We urge students to always remember the important aspects of this profession – to serve as advocates for high quality care of patients. As we look to the future and our place within a competitive society, we seek to become recognized for the positive product that we produce – quality healthcare professionals.

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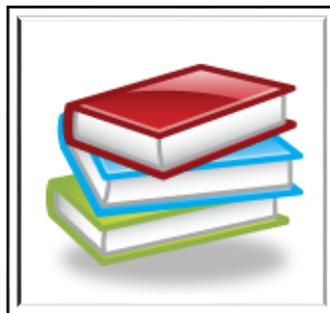
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Challenges are what make life interesting; overcoming them is what makes life meaningful.

-Joshua J. Marine

FACILITY BACKGROUND

Originated in 2006 (and previously known as Prepare To Care Training Center), **Matrix Medical Training Center** has become one of the area's top healthcare education centers. Currently we offer quality training programs for Certified Nursing Assistants and Phlebotomy Technicians.

PURPOSE & INTENT

Matrix Medical Training Center (MMTC) offers quality education for those interested in a rewarding healthcare career. Our sole purpose is to provide a resource for training in health occupations. Our intent is to improve the quality of patient care through education and consistency for those choosing to enter the healthcare field.

Our programs are based upon contact hours, not credit hours like most universities and colleges. Credit of any kind cannot be granted by MMTC for any previous education, training or experience. Requirements are the same for every prospective student. To receive full credit and be issued a "certificate of completion", each student must satisfactorily complete all requirements of our training programs, in attendance and academics, regardless of history.

MMTC is a special purpose institution. That purpose is, as previously mentioned, to improve the quality of patient care through education and to improve lives of those seeking a career in healthcare by providing the necessary training. This purpose, however, does not include preparing students for further college study. Students should be aware that transfer of credit is always the responsibility of the receiving institution. Whether or not any credit transfers is solely up to the receiving institution. Any student interested in transferring their accomplishment should check with the desired receiving institution directly to determine to

what extent, if any, credit hours can be acknowledged.

MMTC is not a job placement agency, nor does MMTC provide job placement. Participation in any educational program offered at MMTC does not guarantee the student a job. We do, however, assist with providing information on potential employers who may be currently hiring in that field.

DESCRIPTION OF FACILITY

Our training facility is located in a single level complex and is well lit for evening classes. Matrix Medical Training Center occupies over 5,000 ft² of space which includes: 2 restrooms, a lobby, a large breakroom with a TV, multiple offices and storages areas, and 2 large classroom/lab combinations. Records of each student are kept and maintained for future inquiries. Classrooms are equipped with TVs, DVD players, dry erase boards and other supplies and displays applicable to each course. We have a coke machine, refrigerators and microwaves available for student use.

AUTHORIZATION

Matrix Medical Training Center is authorized by the Tennessee Higher Education Commission, Division of Postsecondary Authorization. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

FACILITY ORGANIZATION & STAFF

<u>Owner</u>	Louis Tapia
<u>Facility Director</u>	Suzanne Stanfield, LPN
<u>Intake Coordinator</u>	Denise Fields, CPT
<u>CNA Program Coordinator</u>	Ann Miller, RN, BSN
<u>Instructors</u>	Suzanne Stanfield, LPN Ann Miller, RN, BSN

SECTION II

REGISTRATION & ENROLLMENT

Because of the integral and essential requirements of these professions, certain minimum abilities of enrollees are expected, including but not limited to:

- ❖ The enrollee **must** be fluent in English (in comprehension and expression) and possess adequate communication skills to permit consistent, routine, timely, and productive interactions with staff, clinical faculty members, patients, and other students. No classroom translators for foreign language will be allowed due to the disruption it causes to other students.
- ❖ The enrollee **must** demonstrate adequate emotional/psychological health required for full utilization of intellectual abilities and must also be able to function effectively under stress.
- ❖ The enrollee **must** be able to sustain professional activities for extended periods of time under conditions of physical and/or emotional stress.
- ❖ The enrollee **must** be able to project a continuous professional and respectable image at all times, in the classroom and in clinical settings.
- ❖ The enrollee **must** be able to promptly respond in emergency situations and react appropriately and responsibly in all patient care actions.

Enrollment will begin approximately 30 days prior to the start of the chosen course and will continue until the business day before the first class session or until all available seats are filled, whichever comes first. **Seats are reserved on a first-come, first-served basis for those who bring in the required items.** Should a course have available seats once the start date arrives, a student may still register and be granted late admission into the course, provided that they are enrolled prior to the second class session and the student agrees that the attendance deficit from the first class session missed will reflect in the course hours completed. The student must agree to be diligent with attendance going forward.

Each student registering for the **Certified Nurse Assistant (CNA) Program** must:

- ♦ complete an enrollment agreement*
- ♦ sign all acknowledgement agreements found in the enrollment packet*
- ♦ be able to pass a drug screening
- ♦ be free of a criminal background
- ♦ provide the following required documents:
 - Official High School transcripts OR an official copy of a GED scorecard (faxed copies are not accepted) OR a passing ATB Test score
 - Copy of driver's license or state ID
 - Completed health evaluation*
 - Negative TB/PPD skin test or chest x-ray within the past 12 months proving a negative TB status
- ♦ make a minimum deposit (day = \$450 evening = \$325), to be deducted from total tuition costs

**Indicates the forms can be obtained through our office or on our website*

Each student registering for the **Phlebotomy Technician Program** must:

- ♦ complete an enrollment application*
- ♦ sign all acknowledgement agreements found in the enrollment packet*
- ♦ be able to pass a drug screening
- ♦ be free of a criminal background
- ♦ provide the following required documents:
 - Official High School transcripts OR an official copy of a GED scorecard (faxed copies are not accepted) OR an ATB Test score
 - Copy of driver's license or state ID
 - Completed health evaluation*
 - Negative TB/PPD skin test or chest x-ray within the past 12 months proving a negative TB status
 - Proof of student liability insurance*
- ♦ make a minimum deposit of \$325, to be deducted from total tuition costs

**Indicates the forms can be obtained through our office or our website*

Completion of the above listed items will place the student on the class roster and ensure the student a seat in the next upcoming class. Again, seats are reserved on a first-come, first-served basis.

In instances of which the student's high school education cannot be verified through official high

school transcripts (foreign education, private education institutions, or the inability to obtain official transcripts), the student may be allowed to take an approved entrance exam through Matrix Medical Training Center called an Ability To Benefit (ATB) Test. A passing grade on this exam proves that the potential student has the knowledge of basic secondary education and would have an ability to benefit from postsecondary technical training, such as that offered at MMTC. This process must be done according to specific guidelines, which can be obtained through our main office. This test is specific to MMTC and does not work for admission to any other institution. However, for basis of admission into any course at MMTC, it is mandatory that official high school transcripts, an official GED scorecard or successful completion of the ATB Test be in the student file.

If at any point during the program, the student has failed to meet and complete the training requirements, including the attendance policy, the student's record will indicate this and MMTC's obligation to the student will be terminated. If the student were to be dismissed from a program because of unsatisfactory grades or attendance, the student would have to reapply and repay courses costs, as if a new student, to have a chance to successfully complete the program.

Conduct or behavioral issues for reason of dismissal will not allow readmission to any program within the facility.

FINANCIAL REQUIREMENTS

Students who enroll at Matrix Medical Training Center do so as individuals, separate from their employers or any sponsors. Each student is directly responsible for the cost of their training, textbooks and any testing fees. If employment scholarships are an option from your employer, MMTC must confirm this with the employer and invoice prior to any course start dates. Should the sponsorship not be awarded on behalf of the student, as expected, the student will be held financially responsible for the course payment.

We are able to accept the following forms of payment:

- ✓ Cash
- ✓ Personal, Business or Cashier's Check
- ✓ VISA
- ✓ MasterCard

PROGRAM TUITION & FEES

Certified Nurse Assistant Program

TOTAL COST BREAKDOWN

Tuition & Materials	\$ 637
Registration Fee (non-refundable)	\$ 100
Uniform Fee	\$ 40
TN State Exam	\$ 98
Total Tuition & Fees	\$ 875

Payment Plan Route (optional)

Registration Minimum Deposit

(applies to total cost - \$100 non-refundable)

Day Class Deposit \$ 450.00

Then (1) additional payment of \$425.00

Evening Class Deposit \$ 275.00

Then (3) additional payments of \$200.00

Phlebotomy Technician Program

TOTAL COST BREAKDOWN

Tuition & Materials	\$ 855
Registration Fee (non-refundable)	\$ 100
Uniform Fee	\$ 40
Total Tuition & Fees	\$ 995

Payment Plan Route (optional)

Registration Minimum Deposit \$325.00

(applies to total cost - \$100 non-refundable)

Then (2) additional payments of \$235.00 and (1) payment of \$200.00

- ✓ Discover
- ✓ American Express

Any governmental grants or Title IV funding are not able to be honored at this time. We do, however, offer a payment plan option for those students who cannot come up with the total course cost at registration. If this privilege is taken advantage of, the student must be able to pay the agreed upon amount by the time frames indicated. If balances remain unpaid, students will not be able to complete the course. If this should result, the student would only have (30) days after the final

class session to pay the remaining balance and return to complete the course, otherwise forfeiting any funds paid and efforts toward the course up to that point. **If the payment plan option is chosen, students will not qualify for any refunds once attending the first class session if they drop the course for any reason.**

All prospective students must recognize the commitment required once payment has been submitted and they are officially registered.

CANCELLATION & REFUND

A student ***MUST*** cancel in writing by completing our official withdrawal form to be eligible for any refund, if applicable. Verbal acknowledgements will not constitute entitlement to refunds. Refunds will not be granted unless official high school transcripts have been received, as these should be in place at registration.

Within (3) business days of enrollment:
Full Refund - Including Deposit

After (3) business days from enrollment, but before 1st class session:
Tuition Only (lose deposit)

1st or 2nd class: 75% of tuition, if paid in full*
(lose deposit)

3rd – 4th Class: 10% of tuition, if paid in full*
(lose deposit)

After 4th Class: No Refund

Refunds can be dispersed up to 30 days after the effective date of cancellation, which will be either:

- 1) last day of attendance if terminated by MMTC
- 2) date of receipt of written cancellation from student.

This policy is strictly adhered to regardless of circumstances of withdrawal.

***If only the minimum deposit was made at registration, then no refunds would be granted once class sessions have begun.**

The following policy (chart shown) dictates how refunds will be calculated, according to the date the official withdrawal form is returned to our office – not according to verbal withdrawal statements.

Should extenuating circumstances arise once the student is enrolled, the student will be allowed to postpone the course one time to the next available course slot, without additional fees - provided rescheduling is done prior to 48 business hours of the course's start date. Once the course begins, each case will be evaluated individually with the possibility of additional administrative fees to cover costs of changes. This will prompt a need for documentation of a medical reason for the postponement or documentation of the extenuating circumstance beyond the student's control, in order to justify this change of original request. If a student chooses the option of postponement, before the start up or during a course, then they will forfeit the ability for any type of refund. Choosing to postpone a course is a privilege of flexibility that this institution offers when unforeseen circumstances arise. The student's attendance will have the same expectations once postponed regardless of any sessions previously attended, meaning they should plan to be at each class session. Any test grades will carry over as-is and will not be allowed to be retaken. If postponement is chosen and the student cannot fulfill that obligation to the mutually agreed upon date, they will forfeit any and all monies paid on their behalf. The original dates of registration should be decided in all seriousness prior to official registration.

SECTION III

PROGRAM DESCRIPTIONS

Certified Nursing Assistant (CNA)

The Certified Nursing Assistant program consists of 90 clock-hours - 48 hours of classroom time and 42 hours of hands-on/clinical experience. Both daytime and evening class schedules are available. Upon completion of this program, the student will be prepared and eligible to take the CNA certification exam offered by the State of Tennessee. Upon successful completion of this exam, the student's name will then be placed on the Tennessee Nurse Aide Registry.

Text used for the CNA class will be *Hartman's Nursing Assistant Care: The Basics, Fourth Edition*, along with a corresponding workbook. The student will be provided with a tentative course agenda at the beginning of the course session. Students are strongly encouraged to take notes during lecture and engage in the classroom environment to obtain the required knowledge.

Tuition costs include:

- Textbook & Workbook
- One set of scrubs (in institution's color)
- BLS certification (AHA)
- State Board Exam (1st time attempt)

Other items needed for course (not included in tuition):

- Full/solid shoes in solid white– tennis shoes or nursing shoes are acceptable
- Watch capable of timing in seconds

Optional Equipment (to assist in learning):

- Stethoscope
- Blood Pressure Cuff

Equipment and instruction material to be used at the facility include:

- Dry erase board
- Video Presentation
- Handouts
- Hospital beds, wheelchairs, walkers
- Patient care mannequins
- Thermometers
- Stethoscopes
- Sphygmomanometers
- Ambulatory scales
- Varied other patient care equipment

CNA Syllabus for Classroom Learning

- Chapter 1: The Nurse Assistant in Long-Term Care
- Chapter 2: Foundations of Resident Care
- Chapter 3: Understanding Your Residents
- Chapter 4: Body Systems and Related Conditions
- Chapter 5: Confusion, Dementia, and Alzheimer's Disease
- Chapter 6: Personal Care Skills
- Chapter 7: Basic Nursing Skills

Chapter 8: Nutrition and Hydration

Chapter 9: Rehabilitation and Restorative Care

Chapter 10: Caring For Yourself

The grading method for this course will be based as follows:

Chapter exams = 33.3%

Quizzes & Homework = 33.3%

Final Exam = 33.3%



Phlebotomy Technician

The Phlebotomy Technician program consists of 80 clock-hours of comprehensive classroom and hands-on training – 50 hours classroom lecture and 30 hours of classroom lab practicum time. Phlebotomy Technicians draw blood from patients or donors in hospitals, blood banks, outpatient drawing facilities, physician's offices, or similar facilities for analysis or other medical purposes.

Completion of this program makes each student eligible to challenge the National Healthcareers Association (NHA) certification exam in Phlebotomy. This agency is a nationally recognized certification program. **To sit for the CPT exam, students must pay an additional \$115 at the time of exam registration (after course completion) through the NHA.** To become *certified* as a Phlebotomy Technician, students will have to achieve a passing score of 70% or better on this national certification exam. Each student will be required to complete a minimum of *30 venipunctures/10 capillary sticks* in the course in order to be able to successfully pass. All completed program requirements will be attested for through the course completion certification, once completed.

The text used for Phlebotomy class will be *Phlebotomy Simplified, Second Edition*. This and all other class materials will be provided by your instructor on the first day of class. The instructor will also provide a tentative course agenda. BLS certification is included in the cost of the course.

Students must be present on the scheduled day to obtain this accompanying certification for the healthcare field.

Equipment and instruction material used will be:

- Dry erase board
- Video Presentations
- Simulated Arm/Hand
- Centrifuge
- Handouts
- Venipuncture Prep Equipment
- Blood Collection Equipment including, but not limited to tourniquets, multi-sample needles, adapters, color coded ETS tubes, syringes, hypodermic needles, winged collection system, lancets, etc.

Phlebotomy Tech Syllabus for Classroom Learning

- Chapter 1: *Phlebotomy Practice and Quality Assessment Basics*
- Chapter 2: *Ethical, Legal and Regulatory Issues*
- Chapter 3: *Basic Medical Terminology, The Human Body, & Cardiovascular System*
- Chapter 4: *Safety and Infection Control*
- Chapter 5: *Documentation, Specimen Handling, and Transportation*
- Chapter 6: *Blood Collection Equipment*
- Chapter 7: *Preexamination / Preanalytical Complications*
- Chapter 8: *Venipuncture Procedures*
- Chapter 9: *Capillary Blood Specimens*
- Chapter 10: *Pediatric and Geriatric Procedures*
- Chapter 11: *Special Collections*

The grading method for this course is an even averaging of classroom exams, a quiz and homework, with the final class exam counting three times in the overall course average.

CERTIFICATE OF COMPLETION

For either program, the student will be evaluated for satisfactory completion of the training program by their instructor using the following tools:

1. Chapter Tests (70% is passing)
2. Homework & Quizzes (70% is passing)
2. Final Exam (70% is passing)

3. Clinical Skills (100% is passing)

This Certificate of Completion is evidence that each student has successfully completed an authorized educational training program and mastered fundamental skills in the chosen area. This certification will qualify the student to register and take the appropriate certification exam either from the State of Tennessee or the National Healthcareers Association (NHA). MMTC does not offer job placement for either course. Each potential student is encouraged to check into the average pay and potential opportunity in the area which they wish to work, prior to registration. MMTC does foster a network with potential employers that can help students to be aware of some opportunities.

COURSE POLICIES

All students need to come to class prepared and ready for fast-paced, hands-on learning. Read all assignments - this will establish the basis for session learning and enhance class experience. Come prepared to take notes, as well as to take tests and quizzes. Instructors will specify any additional equipment or supplies that may be needed.

Regular and punctual attendance is required at all course sessions. Absences must be explained to the facility prior to class time by telephoning the facility office at (423) 614-3838 or by personal visit. If an absence is anticipated, the student is responsible for telling the instructor beforehand and making arrangements on what assignments to have completed upon return. Under no circumstances will any make-up work result in the class covering the same material again for a single student's benefit or in additional hours or cost to MMTC. Accurate attendance records are required by certification programs and will be required of each class instructor. **85% overall course attendance** is required to receive credit and a certificate of completion. Failure of the student to have adequate attendance will result in dismissal of the student from the program. Unexcused absences (i.e. "I had to work", "I had company", out of town trips, etc.) will not be accepted as a reason for inadequate course achievements. Documented evidence of medical care may be necessary for class reinstatement surrounding extenuating health circumstances, should absences be excessive. This is only admissible for significant medical instances of the student of an immediate family member.

Students are responsible for their own learning experience and should be mature, self-motivated and able to comprehend both written and oral communications. Students must be physically and mentally capable to perform all duties of the enrolled training program. MMTC will make all efforts possible to accommodate each student's testing needs after evaluating the circumstances, if a student requests testing alternatives. However, testing accommodations are only assistance and will not provide answers or explanation to any questions. Students must achieve satisfactory grades on their own in order to be successful.

If at the end of the program, the student has failed to meet and complete the training requirements, including the attendance policy, the student's record will indicate thus and MMTC's obligation to the student will be terminated. The student would also have to register again and repay program costs, as if a new student.

Students must be mindful of their own hygiene and portray positive images by observing the following requirements:

- Hair must be clean, neat and without excessive unnatural coloring (i.e. – purple, pink, green...)
- Male students must either be clean shaved or keep the mustache or beard clean and well groomed.
- Students MUST bathe regularly and don clean clothing to avoid offensive odors. Avoid excessive perfume, cologne and/or aftershave - as some surrounding students, instructors or patients may have sensitivities.
- Fingernails must be clean, neat and not in excess of ¼ of an inch in length, in accordance with CDC recommendation on infection control.

Students are allowed to wear street clothes to class sessions, as long as the attire is modest with no excessively revealing features and no inappropriate wording. Should MMTC personnel feel that the student's attire is inappropriate, the student will be dismissed to change clothing before allowed to return and this will count against their classroom attendance.

Inappropriate behavior, such as violence (physical or verbal), profanity, stealing or disruptive behavior will not be tolerated. In addition, any items in a

student's possession that may cause MMTC staff or students to feel threatened or that may cause harm could result in the student being removed from the class session, and possibly program termination.

Disruptive behavior is any behavior that causes fellow students or staff to feel unsafe or uncomfortable, causes the loss of time by the instructor or that which is deemed inappropriate and/or unprofessional by the Facility Director. Any student who displays inappropriate behavior may be terminated from the class and receive a "*Failure to complete the requirements of the training program*" placed in their student record.

Termination of any student for any reason will result in the forfeiture and loss of all money paid to MMTC Training Center, due to the fact that termination of the student would only happen in extreme situations and/or those that are provoked by student behavior or noncompliance. Dismissal from a program due to any means of inappropriate conduct will result in the student being denied of any future admission to the facility.

NO SMOKING is allowed in any area of the MMTC facility. A designated smoking area is provided outside of the building. Students who smoke and use this area are expected to keep it clean and neat. Otherwise, smoking privileges on school grounds may be revoked.

CELL PHONES must be turned OFF or SILENT during all class sessions.

No phones permitted inside facilities hosting clinicals!!!

INCLEMENT WEATHER POLICY

Should any inclement weather conditions, including winter weather or natural disasters, affect the safety of any students or staff in traveling to and/or from the training center, classes will be postponed.

MMTC staff will make every effort to contact the students, with the contact information provided at registration, regarding any changes in schedule.

CONCERNS, COMMENTS, GRIEVANCES

Students are encouraged to make comments or express concerns or grievances so they may

addressed and resolved. Concerns may be filed anonymously, as long as needed and verifiable information is available for review. All issues will be documented, with the information collected used for concern resolution and quality assurance.

Student concerns, comments, or issues regarding MMTC training programs and/or policies will not be discussed during class time. Concerns, comments or grievances are to be made to Suzanne Stanfield (Facility Director) at MMTC, by phone at (423) 614-3838, or by email at sstanfield@matrixmtc.com. Any person claiming damage or a loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with: Tennessee Higher Education Commission, Division of Postsecondary State Authorization Parkway Towers, Suite 1900 404 James Robertson Parkway Nashville, TN 37243-0830 (615)741-3605

DISABILITY ACCOMODATIONS

This institution recognizes the extended needs of some students. We are a wheelchair accessible learning site. MMTC asks for upfront communication on any learning disabilities or need for added classroom assistance, in order to best accommodate the student. MMTC will make every effort to accommodate classroom learning and testing. Documentation regarding the issues or past interventions may be requested. Regarding students who are hearing impaired, MMTC honors any need for an interpreter during training. However, this facility will not be held financially responsible for providing the interpreter or the scheduling of the interpreter for each class session.

EQUAL OPPORTUNITY PROMISE

MMTC will consider all qualified registrants for program admissions. This institution will not deny education benefits on the basis of race, age, religion/beliefs, gender, medical diagnosis/condition(s), financial situation or national origin. In consideration of these non-discriminatory practices, this institution will require the minimum abilities/requirements (detailed on page 5) for admission to any program.

SECTION IV

*Open enrollment for each course will begin approximately 30 days prior to the start of the chosen course and will continue until the business day before the first class session or until all available seats are filled, whichever comes first. Payment for a course will not be accepted prior to the open enrollment period.

2018

COURSE CALENDAR

Certified Nurse Assistant Courses

Daytime Courses

(Mon-Fri from 9am-3pm)

January 8 – January 26
February 5 – February 23
May 7 – May 25
June 4 – June 22
July 9 – July 27
August 6 – August 24
October 22 – November 9

Evening Courses

(Mon & Wed from 5pm-10pm)

March 5 – May 2
August 27 – October 29

Phlebotomy Technician Courses

Daytime Courses

(M/W/F from 9am – 1pm)

March 5 – April 20
September 5 – October 17

Evening Courses

(T/TH from 5pm – 9pm)

May 29 – August 2

**Matrix Medical Training Center, LLC does have the right to cancel or postpone classes in the event that not enough students register. Any money paid would be completely refunded should the student not want the alternative dates provided.*

Matrix Medical Training Center will be closed for observance of the following holidays:

New Year's Day
4th of July
Thanksgiving
Christmas Day

Good Friday
Labor Day
Day after Thanksgiving
Day after Christmas (12-26)

Memorial Day
Halloween (No **PM** Classes)
Christmas Eve