

April 14, 2015

<b>DIRECTIVE:</b>	<b>JOB CORPS PROGRAM INSTRUCTION NO. 14-28</b>
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**TO:** ALL JOB CORPS NATIONAL OFFICE STAFF  
ALL JOB CORPS REGIONAL OFFICE STAFF  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS  
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS  
ALL USERS

**FROM:** LENITA JACOBS-SIMMONS  
National Director  
Office of Job Corps

**SUBJECT:** National Healthcareer Association (NHA) Certification Preparation  
Webinars and Exam Update for Career Technical Training (CTT)  
Programs

1. Purpose. To inform the Job Corps community of upcoming Webinars to prepare students for the NHA certification exams. Additionally, to announce changes to the Certified Medical Administrative Assistant exam.
2. Background. In Program Year 2013, credential attainment peaked at 93.9 percent nationally, an indicator that the Job Corps community is taking strong measures to ensure students are prepared for certification testing, and yield successful results. The quality of instruction and use of online resources and practice exams, coupled with active credential partner engagement, contribute to this high achievement.

However, a recent analysis shows there are many centers not using certification prep materials, and they could benefit from utilizing online resources and practice exams to improve their credential attainment rate. The use of these resources shows students passing their test on the first attempt, which in turn saves money and time, and improves a student's preparation for future certifications.

The NHA, which offers credentials aligned with Clinical Medical Assistant, Electronic Health Records, Insurance Claims Processor, Medical Administrative Assistant, Patient Care Technician, and Pharmacy Technician, will be providing training on its certification preparatory materials to increase and strengthen certification attainment. Healthcare instructors who teach these training programs are highly encouraged to attend. The goal for this training is to increase awareness, provide access to training, as well as share best practices.

ATI Allied Health, in partnership with NHA, offers innovative certification exam Study Guide Tutorials delivered via its allied health portal, an online resource that uses the best of

Internet-based learning technology to provide an optimum learning experience. The allied health portal engages students through rich animation, video and other interactive tools, which assist in learning and knowledge retention.

These capabilities accommodate different learning styles, improve student comprehension and retention, and ultimately lead to better-prepared certification candidates. A 2013 ATI Allied Health and NHA research study has shown a clear predictive link between above-average scores on ATI Allied Health practice exams and a passing score on five different NHA certification exams.

The Study Guide Tutorials feature the following:

- Lessons, practice drills, and review questions
- Alignment to certification test plans
- Audio and video introductions, case studies and summaries
- Online practice assessments with rational assessing basic comprehension and mastery of key principles
- Focused Review® remediation, which directs students to content they still need to master based on assessment results
- Built-in progress-tracking feature for educators and students
- Introduction of engaging practice materials.

The NHA has also updated the Certified Medical Administrative Assistant exam for release July 15, 2015. Beginning April 15, 2015, instructors can download the updated exam study materials to prepare for the exam from NHA's Web site, <http://www.nhanow.com/medical-admin-assistant/updated-cmaa-exam-2015.aspx>.

3. Action. Webinar participation is highly recommended for the following healthcare instructors: **Clinical Medical Assistant, Electronic Health Records, Insurance Claims Processor, Medical Administrative Assistant, Patient Care Technician, and Pharmacy Technician**. Please forward any questions or comments about the certification preparation process to Tracy Bradshaw-Morris at [bradshaw-morris.tracy@dol.gov](mailto:bradshaw-morris.tracy@dol.gov), and copy Katherine Limon at [limon.katherine@dol.gov](mailto:limon.katherine@dol.gov) by **Friday, April 24, 2015**. These inquiries will be addressed during the Webinar series.

Scheduled training Webinars are primarily for healthcare instructors listed above but others are welcome to participate:

- **Regions 1, Boston; 2, Philadelphia; 3, Atlanta**  
CTT Managers and Healthcare Instructors  
Tuesday, April 28, 2015, 10 a.m. Central
- **Regions 1, Boston; 2, Philadelphia; 3, Atlanta**  
CTT Managers and Healthcare Instructors  
Wednesday, April 29, 2015, 10 a.m. Central

- **Regions 4, Dallas; 5, Chicago; 6, San Francisco**  
CTT Managers and Health Care Instructors  
Wednesday, April 29, 2015, 1 p.m. Central
- **Regions 4, Dallas; 5, Chicago; 6, San Francisco**  
CTT Managers and Healthcare Instructors  
Thursday, April 30, 2015, 10 a.m. Central
- **Alternate session for All Regions**  
Regional Project Managers, CTT Managers and Healthcare Instructors  
Tuesday, May 5, 2015, 1 p.m. Central

The Webinars are posted in the Event Registration area of Job Corps' Community Web site. To register, log on using your Citrix credentials. Click **Event Registration** from the navigation menu at left, and select the event you wish to attend by clicking on the Event Title.

Addressees are to ensure this Program Instruction Notice is distributed to all appropriate staff.

4. Expiration Date. Until superseded.
5. Inquiries. Inquiries should be directed to Tracy Bradshaw-Morris at (202) 693-8000 or [bradshaw-morris.tracy@dol.gov](mailto:bradshaw-morris.tracy@dol.gov); or Katherine Limon at (202) 693-3088 or [limon.katherine@dol.gov](mailto:limon.katherine@dol.gov).