



Disclosure Statement

Mission Statement: CareerStep’s mission statement is to make training in Allied healthcare professions accessible, efficient, and effective. CareerStep provides an online training platform for customers (“Learners”) who are interested in Allied healthcare professions, to prepare for their first jobs, or to become more effective in their skills and competencies to advance in their career.

CareerStep Background and Qualifications:

- CareerStep was founded in 1992. Since that time, we have provided healthcare training to more than 150,000 learners in all 50 states.
- CareerStep offers online, asynchronous, training programs primarily in Allied healthcare professions. A CareerStep training program (“Program”) can consist of either online coursework (“Coursework”) or both Coursework and a third-party externship experience (“Externship”). No class or instruction is held on-site.
- A Program’s Coursework is offered online and should be accessible 24 hours per day and 7 days per week, based on cloud availability, with a computer from the Learner’s enrollment date to the date that the Learner’s Program access ends (“Program Duration Period”). The Learner can complete Coursework remotely and at their own pace. If more time is needed beyond the Learner’s original Program Duration Period,¹ then time extensions for Coursework are available for purchase that will extend the Learner’s program access.

Program Title	Program Duration Period
Behavioral & Psychiatric Technician	4 Months
Certified Healthcare Documentation Specialist	4 Months
Child Care Administration	4 Months
Clinical Documentation Improvement – Inpatient	4 Months
Clinical Documentation Improvement - Outpatient	4 Months
CompTIA Certification Pro	4 Months
Computer Technician	4 Months
Dental Assistant Entry Level with Externship	4 Months
EKG Technician with Externship	4 Months
Executive Assistant	4 Months

Fitness and Wellness Coach	4 Months
Healthcare IT Professional	4 Months
Help Desk Technician	4 Months
Hemodialysis Technician with Externship	4 Months
Medical Administrative Assistant	4 Months
Medical Assistant with Externship	4 Months
Medical Billing	4 Months
Medical Coding for Inpatient Services	4 Months
Medical Coding/Billing Outpatient Services	4 Months
Medical Laboratory Assistant with Externship	4 Months
Medical Office Manager	4 Months
Medical Records Specialist	4 Months
Medical Scribe	4 Months
Medical Transcription Editor	4 Months
Mental Health Technician	4 Months
Microsoft Office 2019	3 Months
Nutrition and Personal Trainer	4 Months
Patient Care Technician with Externship	4 Months
Peer Support Specialist	4 Months
Pharmacy Technician	4 Months
Phlebotomy Technician with Externship	4 Months
Physical Therapy Aide	4 Months
Physician Coding Specialist	4 Months
Professional Bookkeeping	4 Months
Release of Information Specialist	4 Months
Sterile Processing Technician	4 Months
Veterinary Assistant	4 Months
Veterinary Receptionist	4 Months

¹ Certain programs include two 4-month extensions at no cost, for a total of 12 months of access. See website for qualifying programs: <https://www.careerstep.com/terms/eea-sf/>. Beyond 12 months of access, and for programs that do not include such extensions, program access extensions for Coursework are available for purchase.

- Some Programs include textbooks to accompany the Coursework. If they are included in the Learner's Program as part of the original purchase price, these textbooks will be delivered to the Learner's designated address or electronically as an ebook to the Learner's designated email. Some Programs include a material kit to accompany the Coursework. If this is included in the Learner's Program, this material kit will be delivered to the Learner's designated address.
- If the Learner's Program includes a third-party Externship component, then the Learner will receive instructions on how to apply for an Externship via the Learner's designated email. An Externship is an unpaid temporary training experience in a workplace environment ("Site") by a qualified professional affiliated with the Site. The Learner must complete all necessary prequalification steps to be eligible for an Externship which include an application, Coursework completion, background check, drug test, show current immunizations, and other documentation that is Site-specific. If a Learner fails to complete all necessary prequalification steps by the Learner's Program original end date, then CareerStep has no further obligation to assist the Learner with an Externship.
- CareerStep is committed to protecting Learner data and privacy. See Privacy Policy at <https://www.careerstep.com/privacy-policy/>
- CareerStep has virtual instructors and customer service representatives ("Support"). Support is available to each Learner during their Program Duration Period during normal business hours. This Support includes access to CareerStep's community platform, access to CareerStep's Support personnel by email, phone, and chat to assist the Learner with their Coursework, third-party association certification exam preparation (by appointment), Externship preparation (by appointment), and career planning services (by appointment). CareerStep's Support personnel work with Learners on a first-in, first-out basis. The Learner may have to wait several days to receive assistance from CareerStep's Support personnel as they complete cases from other Learners who were first in the queue.
- CareerStep is registered as a Non-Degree Granting Postsecondary School under the Utah Postsecondary School and State Authorization Act (Title 13, Chapter 34, Utah Code). The institution is not accredited by an accrediting agency recognized by the United States Department of Education.

Third-Party Association Certification Partners:

CareerStep Programs are designed to prepare a Learner to take a third-party association's certification exam when applicable. CareerStep does not guarantee a Learner will obtain a third-party association Certification for completing its Program. CareerStep Programs prepare Learners for the following third-party association certification exams:

- National Healthcareer Association (NHA) - The leading professional organization for healthcare workers in the United States that's behind the CCMA, CPT, CET, CMAA, and CEHRS certifications.
- Association for Healthcare Documentation Integrity (AHDl) - The industry's preeminent organization that validates medical transcription and healthcare documentation professionals.
- American Society of Health-System Pharmacists (ASHP)/Accreditation Council for Pharmacy Education (ACPE) - The collaborative group that certifies pharmacy education and training programs in the United States, ensuring they meet 41 stringent standards.
- Pharmacy Technician Certification Board (PTCB) - The most recognized and respected pharmacy technician certification in the United States. CareerStep is an approved PTCB recognized training program.
- Computer Technology Industry Association (CompTIA) - A top non-profit trade association that issues professional certifications for the IT industry, including the CompTIA A+, Network+, and Security+ credentials.
- Board of Nephrology Examiners Nursing Technology (BONENT) - Serving as a representative voice, urging legislative and regulator movement towards meaningful training, certification, and credentialing of all nephrology practitioners (hemodialysis technician program).
- American Medical Technologies (AMT) - Established in 1939, AMT's mission is to encourage healthcare professionals to verify their skills and competence, learn and grow in their chosen profession, and maintain quality in the workplace.
- American Medical Certification Association (AMCA) - Collaborating and actively participates in the Allied healthcare industry to serve as a support network for Allied healthcare professionals.
- National Career Certification Board (NCCB) - NCCB assists professionals in enhancing and demonstrating their knowledge, skills, and professionalism.

- American Academy of Sports Dietitians and Nutritionists (AASDN)- To provide health professionals with sound, scientific nutrition programs, under the guidance of licensed dietetic professionals, to help increase access to nutritional services.

Minimum Enrollment Requirements: To be enrolled in a Program, the Learner must be at least 18 years of age and have a high school diploma, a General Education Development (GED) certificate or pass CareerStep's pre-qualification assessment. The CareerStep pre-qualification assessment cannot be used in lieu of a high school diploma or GED for any third-party association certification. The Learner must have strong skills in reading, writing, and speaking standard English.

System Requirements: CareerStep uses Canvas as its learning management system ("LMS") for the Coursework of the Program. Canvas is a third-party LMS that allows the Learner to work in the cloud.

For best performance, Canvas should be used on the current or first previous major release of the Learner's web browser. CareerStep recommends a laptop or PC as mobile devices such as iPads, Chromebooks, tablets or smartphones only work for basic study. CareerStep does not recommend mobile devices as the Learner's main or only source of study as additional third-party tools that CareerStep uses inside Canvas may not work on all mobile devices.

For further information on Canvas, please reference: <https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66> or reference our online community.

Method of Payment: Learners are responsible for full payment in accordance with the method of payment they select. Methods of paying CareerStep include:

- Self-payment via credit card
- Financing with installment payments due each month, serviced through Monterey Financial Services, LLC (a third-party servicing partner of CareerStep)
- Financing with installment payments due each month via Climb Inestco, LLC (a third-party financing partner of CareerStep)

Additional payment options are available for a qualified Learner through CareerStep's third-party partners.

Please check the website for available options:

<https://www.careerstep.com/help/payment-options/>

Right to Rescind: The Learner has a right to rescind this Agreement and receive a full refund of any amounts paid to CareerStep, which the Learner must exercise if the Learner so chooses, in writing within three (3) business days from the date the Learner first receives access to the Program, which is the date of the email sent to the Learner containing the Learner's password and login for the LMS. The Learner must deliver a written rescission of this Agreement to CareerStep within such three (3) day period, or if the rescission is mailed, it must be postmarked on or before the last day of the three (3) day period. Prior to receiving the refund, the Learner must first return all training materials and supplies sent to the Learner.

Termination Rights and Refund Policy: In addition to the right to rescind, the Learner may also withdraw from the Program for any reason within fourteen (14) days after the date the Learner first receives access to the Program, which is the date of the email sent to the Learner containing the Learner's password and login for the LMS. CareerStep will refund the Learner's money in full, less a \$100 application fee, provided that the Learner must first return all training materials and supplies sent to the Learner.

If for any reason, the Learner withdraws after the initial fourteen (14) day review period, the Learner is not released from the Learner's obligation to pay the Program price and fees in full, and the Learner is not entitled to any refund from CareerStep.

Program Price and Fees: The list prices of CareerStep training programs are listed here for the Learner's reference: [EEA Self-Funded](https://www.careerstep.com/terms/eea-sf/) (<https://www.careerstep.com/terms/eea-sf/>)

The Learner's final payment price may include discounts. Applicable sales tax will be added to the total amount due and paid at time of enrollment.

If applicable to the Learner's Program, all other costs related to registration, textbooks, material kits, third party association's certification exam vouchers, access to an online learning management system, shipping and handling, virtual instructors, and Support are included in the final payment price that cover the Learner from their enrollment date to their original end date.

Time extensions for Coursework, a separate or new Externship, or additional services are also available for the Learner to purchase if needed by the Learner.

These items are optional to the Learner's Program original enrollment and end dates.

Program Completion Requirements: For Coursework of the Program to be completed, a Learner must pass all assessments as specified in the Coursework instructions. Upon successful completion of the Coursework, the Learner will receive a recognition of program completion from CareerStep. This recognition is not a degree, diploma, or certification.

Completion Rates^{2,3,4,5}

Program Name	2019	2020	2021
Applied PCS	67%	100%	-
Behavioral & Psychiatric Technician	-	-	0%
Business Management and Organizational Leadership	100%	47%	54%
Caregiver	-	50%	50%
Certified Healthcare Documentation Specialist	-	-	53%
Certified Nursing Assistant	100%	40%	0%
Child Care Administration	-	80%	57%
Clinical Documentation Improvement – Inpatient	-	-	-
Clinical Documentation Improvement - Outpatient	-	-	-
CompTIA Certification Pro	2%	15%	17%
CompTIA Network	-	0%	29%
Computer Technician	13%	19%	39%
Contact Tracing and Infection Control	-	57%	100%
Dental Assistant with Externship	31%	33%	17%
EKG Technician with Externship	56%	76%	44%
Executive Assistant	38%	56%	35%
Fitness and Wellness Coach	-	-	-
Healthcare IT Professional	41%	38%	53%
Healthcare IT Security Manager	-	-	50%
Help Desk Technician	-	-	-
Hemodialysis Technician	34%	15%	15%
Home Health Aide	-	33%	11%

HVAC Technician	-	0%	14%
Inpatient Auditing	100%	0%	-
LEED Green Associate	-	67%	67%
Linux Pro	-	100%	25%
Medical Admin. Assistant with EHR	45%	55%	25%
Medical Assistant with Externship	26%	42%	22%
Medical Billing	27%	42%	28%
Medical Coding/Billing Outpatient Services	32%	28%	18%
Medical Coding for Inpatient Services	-	100%	100%
Medical Laboratory Assistant	-	-	-
Medical Office Manager	23%	41%	29%
Medical Records Specialist	-	-	0%
Medical Scribe	-	57%	44%
Medical Spanish Front Office	-	-	60%
Medical Transcription Editor	13%	6%	16%
Mental Health Technician	-	57%	37%
Microsoft Office	-	40%	0%
Nutrition and Personal Trainer	-	56%	55%
Patient Care Coordinator	-	-	0%
Patient Care Technician	100%	22%	20%
Peer Support Specialist	-	-	-
Pharmacy Technician	15%	36%	12%
Phlebotomy Technician	78%	66%	35%
Physical Therapy Aide	24%	58%	37%
Physical Therapy Office	24%	47%	24%
Physician Coding Specialist	-	-	-
Professional Bookkeeping	-	76%	50%
Release of Information Specialist	0%	-	-
Six Sigma	-	30%	40%
Spanish for Dental Professionals	-	0%	0%
Sterile Processing Technician	-	-	-

Substance Abuse Counselor	-	25%	19%
Veterinary Assistant	50%	74%	42%
Veterinary Office Manager	48%	25%	-
Veterinary Receptionist	-	55%	47%
Wellness Coach	-	-	75%

² Data as of June 30, 2023. Completion Rates include Learners from all 50 states and the District of Columbia.

³ Completion Rates reflect the number of learners who have successfully completed the program divided by the total number of learners enrolled past the 14-day cancellation window, excluding active learners who still have access to their programs.

⁴ Completion Rates reflect the number of learners who enrolled in a CareerStep Program in 2019, 2020 or 2021 and subsequently completed the program at some point in the future.

⁵ Dashes in the completion rate data signify that there was either no enrollments in an existing program that year or the program was not offered that year.

Licensing Requirements and Employment Information:

CareerStep Programs are designed to teach a Learner in an online environment the necessary skills and competencies for their respective career path, prepare a Learner to take a third-party association's certification exam when applicable, and assist a Learner with Externship opportunities if available through CareerStep's network.

CareerStep does not guarantee a Learner employment once he or she completes the Program.

Employment Rates^{6,7}

Program Name	2019	2020	2021
Applied PCS	50%	-	-
Behavioral & Psychiatric Technician	-	-	-
Business Management and Organizational Leadership	-	-	25%
Caregiver	-	-	33%
Certified Healthcare Documentation Specialist	-	-	38%
Child Care Administration	-	0%	0%
Clinical Documentation Improvement – Inpatient	-	-	-
Clinical Documentation Improvement - Outpatient	-	-	-

CompTIA Certification Pro	-	-	-
CompTIA Network	-	-	-
Computer Technician	-	33%	-
Dental Assistant with Externship	40%	42%	55%
EKG Technician with Externship	-	0%	33%
Executive Assistant	50%	25%	33%
Fitness and Wellness Coach	-	-	-
Healthcare IT Professional	-	0%	50%
Help Desk Technician	-	-	-
Hemodialysis Technician	-	7%	55%
Medical Admin. Assistant with EHR	33%	35%	40%
Medical Assistant with Externship	48%	29%	61%
Medical Billing	50%	0%	0%
Medical Coding/Billing Outpatient Services	29%	34%	30%
Medical Office Manager	100%	17%	17%
Medical Records Specialist	-	-	-
Medical Scribe	-	0%	42%
Medical Transcription Editor	44%	50%	22%
Mental Health Technician	-	0%	33%
Microsoft Office	-	-	-
Nutrition and Personal Trainer	-	-	0%
Patient Care Technician	-	0%	100%
Pharmacy Technician	68%	57%	56%
Phlebotomy Technician	0%	67%	50%
Physical Therapy Aide	0%	33%	40%
Physician Coding Specialist	-	-	-
Professional Bookkeeping	-	0%	-
Release of Information Specialist	-	-	-
Sterile Processing Technician	-	-	-
Substance Abuse Counselor	-	-	0%
Veterinary Assistant	100%	0%	40%



Veterinary Office Manager	0%	-	-
Veterinary Receptionist	-	0%	-

⁶ Data as of July 3, 2023. Employment Rates represent the percentage of learners that voluntarily reported via a survey sent by the Company post-program completion that they secured employment. Note this table reflects the number of learners who enrolled in a CareerStep Program in 2019, 2020 or 2021 and subsequently reported employment at some point in the future.

⁷ Dashes in the employment rate data signify that there was either no enrollments in an existing program that year, the program was not offered that year, or there were no survey responses from a completer that year.

Surety Bond Requirements: CareerStep maintains a surety bond with Fidelity and Deposit Company of Maryland in an amount required by the State of Utah's Division of Consumer Protection. This surety bond provides some protection to CareerStep Learners in the event of insolvency or dissolution of CareerStep as an institution.