

Clinical Support Technician Certificate — Cohort 29-A Roadmap

Where the 612 clock hours sit, how each hour is counted, which milestones gate the next step, and what finishing does and does not do for a credentialing examination.

STUDENT Amara J. Whitfield	RIDGEWAY ID RV-2029-004188	PROGRAM CST-100, non-credit workforce certificate	COHORT 29-A, day section, Foundry Hall E-214
TOTAL CLOCK HOURS 612 (372 classroom and lab, 240 externship)	PROGRAM MANAGER Delphine Arceneaux · 555-0171 · d.arceneaux@ridgewayvalley.example	EXTERNSHIP COORDINATOR Hollis Barantsev · 555-0175	FUNDING ROUTE ON FILE Calder Springs Workforce Center voucher CSWC-8841

WHERE THE 612 CLOCK HOURS SIT					
MOD	TITLE	DELIVERY	CLOCK HRS	MEETING PATTERN	HOW THE HOURS ARE EVIDENCED
M1	Foundations, safety, and infection control	Classroom + skills lab	96	Mon/Wed 8:00a–1:00p · Jan 8 – Feb 21	Safety skills check 1, written unit tests 1–3
M2	Direct patient support skills	Classroom + skills lab	120	Mon/Wed/Fri 8:00a–1:00p · Feb 26 – Apr 13	Skills checks 2–5, each observed twice
M3	Specimen handling and point-of-care testing	Classroom + skills lab	84	Mon/Wed 8:00a–1:00p · Apr 16 – May 16	Skills checks 6–8, log of 40 supervised collections
M4	Documentation, scheduling, and clinic workflow	Classroom	48	Tue/Thu 8:00a–12:00p · Apr 17 – May 17	Charting audit exercise, unit tests 4–5
M5	Externship readiness and capstone preparation	Classroom	24	Tue/Thu 8:00a–12:00p · May 21 – May 30	Site paperwork packet, mock preceptor interview
EX	Supervised externship at an assigned site	Externship	240	30 hours per week for 8 weeks · Jun 4 – Jul 27	Weekly signed timesheets, midpoint and final evaluations
Program total			612	Jan 8 – Aug 17, 2029	

Hours are scheduled hours. A module that loses a session to a campus closure is rescheduled so the module still delivers the clock hours listed above; the make-up date is published within 3 business days of the closure.

How one clock hour is counted: One clock hour is 50 to 60 minutes of instruction or faculty-supervised lab inside a 60-minute period, with the remaining minutes as a break. Attendance is captured by badge scan at the start and end of every session and reconciled against the roster the next business day. Only time actually present is credited, rounded down to the nearest quarter hour. Long breaks, unscheduled time on campus, commuting, and studying are not clock hours.

HOW THE ROSTER IS BUILT, AND WHAT THE SPONSOR SEES
- Badge in before the session start time and badge out at the end. A forgotten badge is logged by the instructor on a paper exception line and signed the same day. - Instructors post the reconciled roster by 5:00 p.m. the next business day. A disputed entry is raised within 5 business days on form WF-DSP-15; after that the posted entry is the number the college certifies. - Distance sessions are credited only when the platform records participation time. - Attendance for students on a workforce voucher is reported to the sponsoring workforce center every other Friday, in hours, with no narrative. A sponsor sets its own continued-funding rules and may end a voucher for reasons the college does not control. The college reports hours accurately and on time; it does not advocate for a funding decision and cannot restore a voucher.

ATTENDANCE STANDARD FOR EVERY MODULE

STANDING	ATTENDANCE IN THE MODULE	WHAT HAPPENS NEXT	WHO ACTS	WHERE IT IS RECORDED
Good standing	90.0% or more of scheduled clock hours in the module	No action. Eligible to advance on schedule.	Module instructor	Weekly attendance roster WF-ATT-04
Attendance alert	85.0% – 89.9%	Written alert within 2 business days and a required meeting with the program manager, where a make-up plan is built and signed.	Program manager	Alert letter WF-ALT-09 and signed plan
Progress hold	80.0% – 84.9%	Advancement is held until the make-up plan is finished, and the externship eligibility review cannot be scheduled while a hold is open.	Program manager and dean	Hold notice WF-HLD-11
Withdrawal review	Below 80.0%, or three consecutive scheduled sessions missed with no contact	An administrative withdrawal review opens. The student is invited in writing and may respond before it closes.	Dean, Workforce Programs	Review packet WF-WDR-02

Percentages are calculated per module, not across the program, so a strong first module does not offset a weak third one. The externship is separate and is held to all 240 hours with no percentage band.

MILESTONES, IN ORDER, WITH THE GATE EACH ONE CONTROLS

#	MILESTONE	TARGET DATE	WHO COMPLETES IT	EVIDENCE FILED	WHAT IT GATES
1	Signed enrollment agreement and payment or sponsorship confirmation	Fri Dec 15, 2028	Student, business office	Agreement WF-ENR-01	Seat is not held without it
2	Mandatory orientation (counts as 4 clock hours of M1)	Mon Jan 8, 2029	Student	Orientation roster signature	Must be made up before the second session
3	Health clearance packet: immunizations, tuberculosis screening, life support card	Mon Feb 5, 2029	Student, outside clinician	Health review WF-IMM-03	Gates skills lab entry in M2
4	Background check and drug screen through the college vendor	Mon Feb 19, 2029	Student, Verity Screening Partners	Vendor result posted to the file	Sites apply their own standards to the result
5	Skills checks 1–5 passed	Fri Apr 13, 2029	Student, evaluators	Skills rubrics WF-SKL-21	Required to continue into M3
6	Midpoint progress conference with the program manager	Fri Apr 6, 2029	Student, program manager	Summary WF-CNF-06	Attendance, skills, and funding reviewed together
7	Externship eligibility review (the gate described below)	Fri May 4, 2029	Program manager	Worksheet WF-EXR-07	No review, no placement
8	Site assignment issued and site orientation attended	Fri May 18, 2029	Externship coordinator, site	Placement letter WF-PLC-08	Site orientation is not one of the 240 hours
9	Externship begins, with a 120-hour audit on Jul 6	Mon Jun 4, 2029	Student, preceptor	Weekly timesheets WF-TS-01	A late start does not shorten the 240 hours
10	Final preceptor evaluation received	Fri Aug 10, 2029	Preceptor	Evaluation WF-EVL-14	Completion cannot be posted without it
11	Capstone competency examination, internal to the college	Tue Aug 14, 2029	Student	Score sheet WF-CAP-16	One retake within 10 business days
12	Certificate of completion issued, transcript entry posted	Fri Aug 17, 2029	Registrar	Certificate and non-credit transcript	A college record, not a credential
13	Verification of hours sent to a credentialing body on request	After Aug 17	Registrar	Verification letter WF-VER-19	Sent within 5 business days of a signed release

Externship eligibility gate: The May 4 review confirms six things at once: every module attendance band is good standing or a closed make-up plan; skills checks 1 through 8 are passed; health record, tuberculosis screening, and life support card are current through August 2029; background check and drug screen results are posted; the account balance or sponsorship is confirmed in writing; and the site paperwork packet is complete. Anything open on that date moves the placement to the September cycle and moves the completion date with it.

ABSENCE, LATENESS, AND MAKE-UP

SITUATION	WHAT IS ALLOWED	BY WHEN	HOW IT IS ARRANGED
Arrived late or left early	Only the time present is credited, rounded down to the quarter hour	Same day	None; the lost time counts against the module percentage
Missed a classroom session	Up to 16 clock hours across the program may be made up	Within 10 business days	Open-lab or recorded-session block scheduled on form WF-MU-12
Missed a skills lab or skills check	One missed lab per module may be made up; a second is a progress hold. A skills check is rescheduled once at no charge, then \$45	Within 5 business days	Proctored open lab, Thursdays 2:00–6:00p, seats are limited
Missed externship hours	No waiver. Every one of the 240 hours is made up	Before the final evaluation	Arranged only by the externship coordinator with the site
Absence for jury duty, military duty, or a documented emergency	Make-up hours are scheduled without the reschedule fee and do not count toward the 16-hour cap	Within 10 business days of returning	Documentation filed with the program manager

IF YOU FALL BEHIND

1. Call or email the program manager the same day. A missed session reported the same day is scheduled faster than one discovered on a roster two weeks later.
2. Bring what you have — a court notice, an orders copy, a clinic discharge sheet. Documentation changes which make-up rules apply.
3. Sign the make-up plan and attend every date on it. Unsigned plans are not scheduled, and a missed make-up date closes the plan as incomplete.
4. Ask about a cohort deferral if the plan cannot close. Deferral to Cohort 29-B keeps completed modules for 12 months and repeats the rest.

Requests for a disability-related adjustment go to Accessibility Services in Wells Center 126, 555-0179. Adjustments are arranged prospectively and do not change the clock-hour total.

EXAMINATION ELIGIBILITY — READ THIS BEFORE YOU PLAN AROUND A TEST DATE

Finishing this program is not an application to any examination and does not by itself make anyone eligible for one. Eligibility for the Certified Clinical Support Technician (CCST) examination is decided only by the National Board for Clinical Support Credentialing (NBCSC) under the eligibility handbook in effect on the day an application is reviewed, and permission to work in a regulated role in this state is a separate decision of the ST Board of Allied Health Occupations. The college does not decide either question, does not predict either answer, and does not promise examination approval, a passing score, a credential, state permission to work, employment, or a wage.

THE DECISION	WHO MAKES IT	WHAT THE COLLEGE DOES	WHAT YOU GET FROM US
Whether you completed the 612 clock hours in this program	The college	We record, audit, and certify attendance	Certificate of completion, transcript entry, and a signed hour verification letter
Whether you may sit for the Certified Clinical Support Technician (CCST) examination	National Board for Clinical Support Credentialing (NBCSC)	We send verification when you ask; we do not apply for you and cannot appeal a decision	Nothing — the board writes to you directly
Whether a criminal history or a prior board matter affects examination eligibility	National Board for Clinical Support Credentialing (NBCSC)	We tell you that a pre-application eligibility review exists and how to request one; we never predict the answer	Nothing
Whether you may work in a regulated role in this state	ST Board of Allied Health Occupations	We answer questions about hours and course content only	Hour verification on request
Whether this program holds programmatic accreditation	Commission on Allied Support Education (CASE)	We publish our current status and its date	A copy of the current status letter on request

Programmatic accreditation status as of this printing: applicant, filed 3/2028, decision expected in 2030. If a credentialing body or an employer requires graduation from an accredited program, applicant status may not satisfy it. Ask the body in writing before you enroll in reliance on it.

COST AND FUNDING

ITEM	AMOUNT	WHEN AND HOW
Tuition, 612 clock hours	\$4,480.00	Due in three installments
Skills lab and consumable supply fee	\$610.00	Due with installment 1, non-refundable after Jan 15
Background check and drug screen, vendor pass-through	\$148.00	Billed at cost
Health record review and immunization titer handling	\$95.00	Due Jan 22
Uniform, shoes, badge, and blood pressure kit	\$212.00	Purchased by the student
Total cost to the student	\$5,545.00	\$5,333.00 billed in three installments: Dec 15, Mar 1, May 1

This is a non-credit workforce certificate. It does not carry college credit, is not part of a degree, and is not eligible for federal student aid. Students here use employer sponsorship, a workforce center voucher, the college payment plan, or the foundation equipment grant. The examination fee charged by the credentialing body is separate and is never included in tuition.

WHAT THIS ROADMAP DOES NOT DO

- It does not admit anyone. Admission is the signed enrollment agreement and a confirmed seat.
- It does not create examination eligibility, a credential, or state permission to work.
- It does not promise a specific externship site, shift, or distance from home, and it does not guarantee that a site will accept a particular background check result.
- It does not promise employment, a wage, or an interview.
- It does not override the enrollment agreement, the catalog, or the college refund policy. Where this roadmap differs from those documents, they control.

WHO TO CONTACT

QUESTION	OFFICE	CONTACT	HOURS
Attendance entry, make-up plan, progress hold	Program manager	Delphine Arceneaux · 555-0171	Mon–Thu 8:00a–5:00p
Site assignment, timesheets, preceptor issues	Externship coordinator	Hollis Barantsev · 555-0175	Mon–Fri 7:30a–4:00p
Voucher, invoice, installment date	Workforce business office	555-0172 · wfbilling@ridgewayvalley.example	Mon–Fri 9:00a–4:00p
Examination application, eligibility, fees	National Board for Clinical Support Credentialing (NBCSC)	Contact the board directly; the college cannot answer for it	Published by the board

FICTIONAL SPECIMEN. Ridgeway Valley Community College, its campuses, offices, staff, students, employers, clinical sites, credentialing and accrediting bodies, identifiers, policy numbers, phone numbers, amounts, and dates in this roadmap are invented for a published demonstration of document-grounded video generation. The credentialing body, the accrediting commission, and the state board named here do not exist, and the clock-hour counts, dates, fees, thresholds, and form numbers were written to look like ordinary program paperwork rather than to state any institution's real rule. Nothing here is a statement of law, a legal or medical opinion, a determination about any person, or advice for any real student, employee, program, or institution, and it must not be copied into a real policy, handbook, or notice.