



**PROGRAM LEARNING OUTCOMES (PLOs)**  
**Medical Assistant – AAS, Certificate**

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| <b>PLAN</b>                                                                                                  |                                                                                                                                                                                                                                            |
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| <b>EXPECTED PROGRAM LEARNING OUTCOME</b>                                                                     |                                                                                                                                                                                                                                            |
| <b>All students completing this program are expected to have achieved the following learning objectives:</b> |                                                                                                                                                                                                                                            |
| <b>OBJECTIVE 1:</b>                                                                                          | At the end of the program, the student will be able to perform and demonstrate competence of clinical skills required for entry-level employment as a medical assistant.                                                                   |
| <b>OBJECTIVE 2:</b>                                                                                          | At the end of the program, the student will articulate written and oral communication skills appropriate to patient instruction and care.                                                                                                  |
| <b>OBJECTIVE 3:</b>                                                                                          | At the end of the program, the student will demonstrate competency in medical office administrative skills.                                                                                                                                |
| <b>OBJECTIVE 4:</b>                                                                                          | At the end of the program, the student will demonstrate the knowledge and practice of appropriate behavior in the workplace related to medical law, healthcare ethics and professionals in the context of the role of a medical assistant. |
| <b>OBJECTIVE 5:</b>                                                                                          | At the end of the program, the student will demonstrate and apply Protective Practices of the Medical Assistant including principles of aseptic technique, infection control, safety techniques and basic elements of emergency planning.  |