

MEDICAL ADMINISTRATIVE ASSISTANT (MAA) CERTIFICATE

The **Medical Administrative Assistant (MAA)** program is a 540-hour online certificate specialty program designed for students who wish to attain the skills required to work in a medical office as a medical administrative assistant. Graduates of the Medical Administrative Assistant Certificate may work as assistants in hospital departments including admitting, diagnostic imaging and various outpatient clinics including general practitioner and specialist offices, medical clinics, allied health professionals such as physiotherapy, chiropractic, massage therapy and naturopathy, long-term care facilities and insurance companies.

*Online students may take up to three years to complete each certificate.

Attendance Options:	The program runs September 3, 2025 to July 4, 2026 Program offered via Distance Education (DE) which is online, self-directed, and completed on your own schedule. You have access to an instructor for questions and support.	
Cost Breakdown*:	Tuition	\$3,234* (Distance Education)
	Textbooks	Approx. \$728* - price variable, may be able to purchase used or eBook v. physical copy.
	Ancillary Fees	\$144.72*
	Loan Eligibility	Distance Education delivery is not eligible for student loans. May be eligible for sponsorship through government agencies.
<i>*costs estimated and subject to change</i>		
Employment Opportunities:	- Hospital departments including admitting, diagnostic imaging, and outpatient clinics - General Practitioner and specialist offices - Medical clinics	- Allied health professionals such as physiotherapy, chiropractic, massage therapy, and naturopathy clinics - Long-term care facilities - Insurance companies
Expected Outcomes:	- Over 95 percent of recent Office Administration graduates are working in business offices through the Okanagan and in their home communities. - There is a high demand for Medical Administrative Assistant graduates in the Okanagan and across Canada.	
Admission Requirements:	- Graduation from Grade 12 or equivalent; or mature student status (19 years of age and out of high school for 1 year prior to starting the program). - English 11 course (min. 50%) or equivalent; or a minimum of 70% on an Okanagan College Office Administration English entrance test.	

COURSE CODE AND NAME/PREREQUISITES		HOURS	START DATE	END DATE
MAA 100	Fundamental Medical Office Skills	60 hrs	Sept. 3, 2025	Nov. 24, 2025
MAA 110	Medical Terminology I	30 hrs	Sept. 3, 2025	Oct. 13, 2024
MAA 111	Medical Terminology II (Prerequisite: MAA 110)	90 hrs	Oct. 14, 2025	Feb. 9, 2026
MAA 112	Medical Terminology III (Prerequisite: MAA 110 & 111)	30 hrs	Feb. 10, 2026	Mar. 23, 2026
MAA 120	Medical Administrative Procedures	60 hrs	Nov. 25, 2025	Mar. 2, 2026
MAA 126	Medical Transcription (Prerequisite: MAA 110 & 111)	60 hrs	Mar. 24, 2026	June 15, 2026
MAA 130	Medical Billing – Manual	30 hrs	Jan. 6, 2026	Feb. 16, 2026

MAA 131	Medical Billing – Computerized (Prerequisite: MAA 130)	30 hrs	Feb. 17, 2026	Mar. 30, 2026
MAA 140	Clinical Procedures and Practice (Prerequisites: MAA 110, 120, 131)	60 hrs	Mar. 17, 2026	June 8, 2026
MAA 150	Practicum – Medical *** (Prerequisites: All other courses in the MAA program)	90 hrs	Needs to be completed by July 4, 2026	
Transfer credits may be accepted from or by other institutions or departments. Existing transfers can be found on the BC Transfer Guide or you can reach out to the department chair.				
*** Students are responsible for obtaining their own practicum placements.				
Further Information:	Website: https://www.okanagan.bc.ca/medical-administrative-assistant-certificate Department Chair Contact: Brenda Ridgeley-Ketchell, MA, BBA BRidgeley@okanagan.bc.ca ; 250-762-5445 ext. 4391			