

MEDSTAR ACADEMY

School Rules and Regulations Acknowledgment Form

Student Services Office Hours

Normal office hours

Monday-Friday 9:00 a.m. to 5:00 p.m.

Office hours for submitting outstanding paperwork

Monday-Friday 1:00 p.m. to 5:00 p.m.

Office hours for taking written make-up exams (outside of normal class hours)

Monday-Friday 9:00 a.m. to 4:30 p.m.

Hours for contacting instructor

During class or clinicals

Contact Information

Student point of contact	Student Services offices
Office telephone	623-773-9000
Fax number	866-831-3687
Email	Student Services

Class Components

The following are the required main components of the program:

- Classroom education and skills lab: 80 hours
- Clinical: 40 hours

Class Approach

- This is a very fast-paced, intensive program. Considerable material is covered in a short time frame.
- Consequently, students are expected to spend large amounts of time reviewing course material and practicing skills outside of class hours.
- The student is expected to come in on his or her own time and practice skills in the Skills Lab during daytime office hours, when there are no classes in session.
- This is considered a student-driven program. The burden is on the student to self-monitor progress based on results of quizzes, tests, and exams, and to proactively take steps for improvement when needed.

- The student is expected to have positive energy in the classroom environment, and any concerns and issues should be addressed in a private setting with Student Services, not with the instructor or other students.
- This program is not designed for students who need one-on-one learning assistance, tutoring, or need constant supervision and follow-up from an instructor.
- As a private institution that does not offer special education services, MedStar does not recognize IEPs (Individual Educational Program) or utilize IEPs in conjunction with its program.
- Instruction will be confined to the classroom setting for lectures and skill labs, and to the clinical environment for the clinical component.

Attendance/Class Cancellation/Make-Up Classes and Course Cancellation

- In the event a class is canceled, Student Services will communicate the cancellation as soon as possible to each student via email and will schedule a make-up class. Each student must be flexible when it comes to make-up classes.
- If the entire course is canceled due to the instructor being out sick (or other reason), the school will make every attempt to enroll each student in an alternative class at no additional cost to the student. If unable to provide an instructor within five business days, a full refund of all tuition and fees paid will be offered.
- The student must attend all hours of the program (classroom, skills lab, and clinical). There are no absences permitted. Any absences must be made up by attending another class. Make-up hours must be instructor-led training time. The student must schedule the make-up class by completing a Request to Makeup Hours Form and returning it to Student Services.
- Student attendance must be tracked by using a timesheet signed daily by the instructor. If the student fails to achieve 80 hours of classroom education and skills lab he or she will not be permitted to take his or her clinicals. If the student fails to achieve 120 hours of training total he or she not be granted a Certificate of Completion.
- Absences may result in a delay in program completion as it was originally presented in the Course Schedule, even if made up. The student is required to be flexible when scheduling make-up hours and completion of the program if absences were incurred.
- If the student's timesheet is lost or unavailable, the student must make up any missing hours that are not documented.

Role of Instructor

- Provide a learning environment that is conducive to acquiring the knowledge and expertise in skills that are required to obtain MedStar Academy certification.
- Follow the Course Schedule and encourage active discussion of all course materials.
- Highlight the main points of the course material being covered.
- Conduct and supervise quizzes, tests, written exams, and skills exams.
- Monitor timekeeping on student timesheets.

- Share knowledge of best practices and provide examples from their own professional experience. While it's important for an instructor to respond to student questions, the instructor may, at times, cut off the time for questions in order to make sure all course material for the class is covered.
- The instructor is expected to provide instruction in the classroom and clinical area only.
- In the event a student attempts to approach an instructor outside of the classroom or outside of class hours, the instructor is directed to refer the student to Student Services.
- If a student is deemed to be disruptive in class, the instructor will dismiss the student and/or refer them to Student Services.
- During clinicals, ensure and document that one instructor is not supervising more than ten students on a daily basis.

Role of Student Services

- Student Services is the main point of contact for each student.
- Student Services will interact with students who have questions about the program: course schedule, sequence of classes, concerns about the way the class is being taught, or the results of tests or exams.
- Student Services will provide make-up exams to students when requested.
- Student Services will take disciplinary steps when needed.
- Student Services may adjust the sequence of the items covered in the course schedule, as needed.

Student Responsibility

- The student must turn in outstanding enrollment paperwork to Student Services as soon as possible after the class begins, and in any event, no later than the first week of class. Delay in turning in paperwork will result in a delay in proceeding to clinicals. It is the student's responsibility to make sure all paperwork is turned in to Student Services.
- The student is expected to follow the program as described in the course schedule or as directed by the instructor, complete all homework, class assignments, quizzes, tests, and exams, make sure he or she maintains a minimum of 80% on each exam, and keep his or her student grade sheet updated.
- The student must read the assigned chapters and complete the questions at the end of each chapter prior to coming to class. The student must also answer chapter questions without referring to the textbook after the class and while waiting to take the final skills exam on the final skills exam day. The student is expected to keep record and track these tasks and scores in the Textbook ChaptersTracker.
- It is not the responsibility of the school to ensure the student has completed all assigned tasks and updated the Textbook Chapters Tracker and skills checklist. All completed trackers and checklists must be turned in prior to the last day of classroom training.
- The student that has not completed class hours, trackers, and checklists will not be permitted to proceed to clinicals.
- The student must not have a representative, such as a parent or a guardian contact the school when there is a concern or issue with the program since this often results in

miscommunication. The school will only take calls from the student. Additionally, any meetings that may be conducted to discuss student issues or concerns will be closed meetings, and are not open to any other parties other than the student and Student Services or MedStar Academy staff.

- A student arriving late or absent from a class is required to complete a Request to Make Up Hours Form and cooperate with Student Services to schedule make-up hours with the next available class, as soon as possible.
- The student may only ask the instructor questions related to the course subject matter being covered.
- In the event there is more than one instructor for the class, the student is to follow what is being taught by the current instructor, and should not remain in contact with the previous instructor.
- The student needs to understand that the instructor will be presenting steps in practicing skills that are in addition to the minimum required to pass the skills section of the state exam.
- The student should not be argumentative with the instructor regarding skills, and must always refer to the *Arizona CNA Candidate Handbook* as the final authority.
- The student understands that, at times, course subject matter may not be covered in the sequence contained in the course schedule.
- The student must maintain a positive attitude during class and refrain from making negative remarks or disrupting the class in any way.
- The student must provide feedback when requested to do so by the school.

Self-Monitoring Progress: Coursework, Skills, Assignments, and Exams

- The student is expected to self-monitor progress based on the grades obtained in quizzes, tests, skills, and exams, and utilizing the textbook chapters tracker and student grade sheet.
- The student must update the Student Grade Sheet and take make-up exams no later than one week after taking the original exam.
- If the student recognizes he or she needs improvement based on low scores, he or she must follow the student improvement process described in the next section.

Improvement

- If a student fails to score a minimum of eighty-percent on any exam, the student must take the improvement steps:
- Review the course material.
- Re-do the tests at the end of the chapters.
- When the student has completed the above steps and feels confident of scoring 80% or higher, he or she must take the make-up exam, but before the deadline shown in the course schedule.
- Make-up exams must be taken as soon as possible and no later than the last day shown on the course schedule.

- Consequently, the student is strongly advised to keep a good record of dates of taking original exams and grades in the Student Grade Sheet in order to avoid missing the cut-off dates.
- The student may only take the original exam and make-up exam one time by the deadline shown in the course schedule.
- The student is not permitted to take more than one make-up exam per day.

Satisfactory Academic Progress

This section defines the minimum threshold of knowledge and skills the student must achieve in order to proceed to clinicals and obtain the certificate of completion.

It requires the training instructor and Student Services to monitor student performance by continual review of the student's class participation, written tests, quizzes, and skills tests. Any student failing to meet the Satisfactory Academic Progress standard must improve in order to continue with the program. Below is the Satisfactory Academic Progress standard that must be met by the student:

- Complete all reading assignments, chapter questions and documented in the Textbook Chapters Tracker.
- Complete all required skills and document them in the Skills Checklist with instructor approval recorded.
- Achieve a minimum average score of 80% in the module exams.
- Achieve a minimum score of 80% in the Final Written Exam.
- Pass the Final Skills Exam.

Failing to Meet Satisfactory Academic Progress

Those students failing to meet the Satisfactory Academic Progress standard shall have the following options:

- If a student fails to reach 80% on any of the six-module exams or the Final Written Exam, the student must take a make-up exam by the deadline given in the course schedule, at no cost to the student. The make-up exam will cover the same chapters but will contain questions different from the original exam. The higher of the original and make-up scores will be used to calculate the average. You may not take more than one make-up exam on any given day.
- If a student fails to reach 50% on any of the six-module exams, he or she will be placed on probation. If the student takes the make-up exam and fails to score over 50%, he or she will not be permitted to continue with the program and the tuition refund will be calculated as shown on the proration schedule in the Enrollment Agreement.
- If a student has fulfilled all other requirements to proceed to clinicals but did not pass the Final Skills Test, the student is required to re-practice skills and take a Skills Re-Take Test with a training instructor present at a cost of \$75 on the day shown in the Course Schedule.
- It is recommended that the student makes sure he or she is fully prepared prior to taking a Final Exam or Skills Re-Take Test, as this is the last opportunity for the student to do so without having to re-take the entire program.

- The student may retake the entire program with a 50 percent reduced tuition fee within 60 days of the end of the last class, provided they have completed all other aspects of the program, including paying all outstanding payments.

Importance of Continuing with the 80 Hours of Classroom Instruction

Whether the student fails to obtain a minimum 80% on the Written Exam or fails the Final Skills Exam, it is important for the student to continue with the full 80 hours of class so that in the event the student eventually passes, the student has completed the 80 hours required to proceed to clinicals.

Criteria for Proceeding to Clinicals

In order to ensure the safety of the patients during clinicals, the following criteria must be met before a student is permitted to proceed to clinicals:

- Meet all the requirements for Satisfactory Academic Progress
- Fully paid all outstanding fees due to the school.
- Provided all outstanding paperwork to the school.
- Completed 80 instructor-led classroom training hours.
- Meet any other criteria set by the Arizona Board of Nursing or clinical facility for proceeding to clinicals.
- The clinical instructor will ensure that only a maximum of 10 students are being supervised by one instructor during clinicals.

Additional Fees

There may be additional fees required for the materials or services required to complete the program. Fees for items that are not covered by tuition are introduced and discussed at the enrollment interview. However, there may be, at times, additional materials or services a student needs which is not immediately known upon enrollment.

Item	Fee
Certificate of Completion replacement	10.00
BLS and First Aid Class	60.00
Transfer Fee (Prior to first day of class)	75.00
Final Skills Exam Retake Fee	75.00
DPS Fingerprint Card	67.00
DPS Fingerprint Rolling Fee	20.00
Gait Belt Replacement	10.00
Blood Pressure Cuff/Stethoscope Replacement	20.00
Name Badge Replacement	10.00
Scrub Top Replacement	10.00
State Board Exam	118.00

Item	Fee
LNA Processing Fee	103.00
	0
Textbook Replacement	85.00
Workbook Replacement	50.00
Document Reproduction	10.00

Miscellaneous Supplies Needed

- Watch w/second hand
- Note pad
- Pen
- Toothbrush
- Toothpaste

Instructor/Student Boundaries

The student and instructors must treat each other with respect. The instructor's role and interaction with the student is to be confined to the classroom or clinical setting.

There is to be absolutely no fraternizing between the instructor and the student:

- No giving of gifts or money or giving rides to or from school.
- No physical contact outside of the specific training for skills.
- The Instructor is NOT to be viewed as a peer, friend, confidant, or a person to turn to for discussing matters of a family or social nature.
- There is to be no communication whatsoever between the student and the instructor outside of the classroom and outside of classroom hours.
- Communication that is NOT permitted between the instructor and the student includes: Phone Calls, Texting, Email, Facebook or other social media engagement.
- In the event the student is running late or is planning to be absent, he or she must notify Student Services, not the instructor.
- When the student has questions outside of the classroom setting, he or she should make a note of the question and raise the question during the next classroom session.
- The student should not request improvement work from the instructor. Instead, the student should turn to Student Services for help.

Clinicals

- The School reserves the right to select the best site, days of the week, the timing of clinicals, and grouping of students from different classes.
- The days and timings of clinicals may not be in line with the classroom portion of the program, and students are expected to be flexible in this regard since there are only four days of clinicals. Weekend class students may have to go to clinicals during the week, and weekday class students may have to go to clinicals on the weekend.

- Not every student will proceed to clinicals immediately with his or her current group and may have to wait for the next clinical group due to failing to pass final written and skills tests, student/instructor ratio limitations as required by the Arizona Board of Nursing, or due to the clinical facility requirements.
- While every attempt will be made to send qualifying students to clinicals immediately, this is not always possible due to factors such as instructor/student ratios, clinical facility availability, failure of student to complete classroom hours as originally scheduled (absences or tardiness), failure to complete all requirements on time, outstanding balances, etc.
- In the event the student fails to show up on his or her scheduled clinical start date, he or she will be placed on the Clinical Waitlist for the next round of clinicals.
- The student who is placed on the Clinicals Waitlist will be scheduled to attend a future clinical session on a space available, case by case, basis.
- Once the student is placed on the Clinicals Waitlist, the waiting period for proceeding to clinicals may be a few days or several weeks. There is no guarantee as to the exact date.
- If the student is unable to attend clinicals at his or her scheduled time, he or she must notify Student Services immediately upon receiving clinical instruction notification. The student will then be placed on the Clinicals Waitlist.
- If the student is unable to attend clinicals immediately, he or she is instructed to take advantage of this waiting period to further review course materials and practice skills for the state exam.
- Attendance at all days of clinicals is mandatory. If the student is tardy or absent on the first day of clinicals, he or she may be dismissed from the entire clinical session and replaced immediately with a student from the Clinical Waitlist. The student will then be placed on the Clinicals Waitlist.
- If the student is severely tardy or absent from clinicals on days 2-4, he or she may be dismissed from the remainder of the clinical session and replaced immediately with a Clinical Waitlist student. He or she will then be placed on the Clinicals Waitlist.
- If the student is unable to attend the clinicals he or she is scheduled for two times, he or she will be dismissed from the program.
- The student who is on the Clinicals Waitlist due to outstanding tuition, or other outstanding enrollment items, will be dismissed from the program if outstanding requirements are not fulfilled within 60 days from the last day of classroom training.

Student Behavior during Clinicals

- The student must exercise extra care during this period of training since the school has obtained special permission for use of the facility as “guests” and must comply with the policies of the facility.
- An instructor will be assigned to supervise each group of students during clinicals.
- The instructor will assign the students to work with CNAs at the facility.
- The student must endeavor to get along with the clinical facility CNA staff and NOT question them or other staff members.
- The students must be careful not to discuss their experiences in the break room or other public areas.

- The student must wait for the end of day meetings with the instructor to address questions or concerns he or she might have.
- The student is expected to make an End-of-Shift Report to the staff charge nurse, or as directed.
- Should a staff CNA or other facility staff member attempt to leave the student alone or assign residents to him or her WITHOUT supervision, the student must NOT follow those directions. The student must always have supervision from the instructor. The student must notify the instructor immediately, and may, if necessary, utilize the desk phone to contact the instructor.
- In the event the student feels there's a serious concern about the behavior of a facility staff member, the student must NOT communicate with any facility staff. Instead, the student must privately report the matter to his or her assigned instructor.
- The students must ALWAYS use a gait belt in moving or transferring a patient/resident.
- The student must not transfer a patient/resident without the supervision of a facility member or instructor.
- The student must wear his or her gait belt at all times during clinicals.
- Break time and lunchtime will be assigned by the instructor and will revolve around times that patients/residents are not eating or involved with other care activities.
- The student must be flexible, since the primary concern is the patient/resident.
- The student may not leave the clinical facility building, so he or she must plan to bring his or her lunch to the facility.

Student Demeanor, Conduct, Attitude and Appearance

The below applies to class and clinical environments:

- The student must wear a scrub top, long pants, and closed-toed shoes. By the end of the last class, uniforms will be ordered and given to the student.
- Cell phones, smartwatches, and fitness trackers may only be accessed during break or lunchtimes.
- The student should arrive at least 15 minutes before the scheduled start time for clinicals and be ready to start the day on time.

The student must have the following items at the start of each clinical day:

- Name Tag
- Notebook, pen, and watch with a second hand
- Gait Belt
- Uniform (Scrub Top and Pants)
- Closed-toed shoes

The following rules must be followed at all times during clinicals:

- Female students must wear their hair off their neck
- No jewelry is permitted except small stud earrings
- No facial piercings or gauges

- Fingernails must be cut short — no acrylics permitted.
- Male students be clean-shaven or have a manicured beard.
- The student must practice good hygiene, cover body piercings, and cover tattoos while at the clinical facility.
- The student must refrain from smoking during clinicals.
- The student may not chew gum during clinicals.
- The student may not wear perfume during clinicals.
- Should a student emergency arise, your clinical instructor will contact the family member listed on the student's Point of Contact Form.
- The student must maintain safety at the clinical site at all times.

Building Requirements

- Students must not loiter in the hallways or at the front door.
- Smokers must smoke more than 25 feet from the front door.
- Students must not use the side exit of the building.
- Students must refrain from loud and disruptive behavior while in the building.
- Students may not sit or stand in groups in the hallway.

Students that Fail the State Board Exam

Students should refer to the *Arizona CNA Candidate Handbook* for rules regarding re-taking the State Board Exam and payment of fees for re-taking the state exam.

Student Grievance

In the event of a complaint, dispute or grievance, all students should follow the following procedures:

- Complaints directed at an individual staff or faculty member must be discussed directly with the individual involved. Many times, addressing the issue right away resolves the problem.
- If after addressing the issue and the student feels that the matter remains unresolved, he or she must submit a Formal Complaint, in writing, to Student Services within five (5) business days excluding Saturdays and Sundays, State and Federal Holidays. Student Services will respond, in writing, within five (5) business days excluding Saturdays and Sundays, State and Federal Holidays.
- If the complaint cannot be resolved after exhausting the institution's Grievance Procedure, the student may file a complaint with the Arizona State Board of Nursing. The student must contact the State Board for further details. The State Board contact information and address is:

Arizona State Board of Nursing
 1740 W Adams Street, Suite 2000
 Phoenix, Arizona 85007
 Telephone: (602) 771-7800

Website: [Arizona State Board of Nursing](http://www.aznursingboard.gov)

Student Dismissal

In the event that a student is dismissed, there will be no reimbursement of tuition fees. While it is not possible to list every situation that warrants student dismissal, here are some examples.

- Any illegal or unethical conduct, including academic dishonesty, cheating during tests or exams, stealing, interruption of classes, or disturbing normal school operations.
- Sexual harassment, gestures, inappropriate jokes.
- Not being professional, being argumentative, raising your voice, yelling, showing disrespect, or harassing other students, instructors, Student Services, office manager, or other school employees.
- Delinquent balance of tuition or other fees due to the school.
- Depending on the severity of the disruption or bad behavior, the instructor and Student Services may or may not give a warning prior to dismissing the student from class.
- Absence from one day of classroom training (unless it is made up).
- Absence from one day of clinicals (unless it is made up).
- Unauthorized use of cell phone or other technological devices.
- Possession and/or use of illegal drugs or alcohol.
- Misconduct in class or during clinicals.
- Repeated attempts to contact an instructor outside of the class or outside of class hours.
- Failure to maintain Satisfactory Academic Progress.

Tuition Remaining Due and Refund Policy

Course Cancellation and Refund Policies

Three Day Cancellation

An applicant who provides written notice of cancellation within three days, excluding Saturday, Sunday, State and Federal Holidays, of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Leave of Absence

A student who wishes to take a leave of absence (LOA) must complete and submit a Request for LOA Form with a valid reason, for school approval. If approved, the student must return by the specified return date on the Request for LOA Form. Only one Request for LOA Form submission is permitted, and the stated leave must not exceed 120 days.

Withdrawal

- A student choosing to withdraw from the school after the commencement of class is to complete a Withdraw Request Form with the expected last date of attendance noted and submit it to Student Services for approval.
- For a student who is on approved LOA, he or she shall be determined as withdrawn if he or she fails to return by the return date specified on the Request for LOA Form.

- A student will be determined as withdrawn if the student has not attended class for 10 consecutive days.
- All refunds will be issued within 30 days of the determination of the withdrawal date.

Transfer

A student that wishes to transfer to another class prior to the start of class, must have a valid reason for doing so, submit a Request for Transfer, and pay a \$75 transfer fee (if approved).

Refunds

Tuition refunds will be issued within 30 days of the date of the student providing complete information on a Request for Refund Form. In the case of a student withdrawal due to not returning from an authorized LOA on the specified return date, any refund due shall be issued within 30 days of the specified return date.

Before the first day of class, the student is entitled to a 100% tuition cost refund. The registration fee will not be refunded if it's outside of the three day cancellation period mentioned above.

After the commencement of classes, the tuition refund amount shall be determined as follows:

% of the clock hours attempted	Tuition refund amount
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

No Refund

There is no refund for registration fees, equipment, books, and supplies received by the student.

Refund Processing

Refunds will be issued within 30 days of the date of student notification, or date of school determination that the student has dropped. The student will be dropped after 10 consecutive days of absence. The student may apply for reinstatement and will be notified, in writing, in 5 business days if or when he or she may resume classes.

Records Provided to School

- The student is expected to keep copies of all items submitted to the school.
- There is a 10.00 fee for the school to provide copies of student-submitted items or a duplicate ID badge.
- There is a 10.00 fee for the school to provide a duplicate copy of the student's Certificate of Completion.

School Rules and Regulations Acknowledgment Form:

I have read the School Rules and Regulations Handbook and I agree to adhere to the policies, procedures, and regulations contained therein.

Student Name and Date

Student Services Employee and Date

Director MedStar Academy and Date

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