

# NURSE AIDE TRAINING PROGRAM - STUDENT POLICIES

## Quest Healthcare Academy Nurse Aide Training and Competency Evaluation Program (NATCEP)

This document formally outlines the required policies for admission, attendance, conduct, and completion of the Nurse Aide Training and Competency Evaluation Program (NATCEP), in compliance with applicable Pennsylvania state regulations (Act 14 of 1997 and OBRA 1987).

### 1. Admission and Enrollment Requirements

All applicants must satisfy the following criteria for formal admission to the program.

#### A. Entrance Examination

- **Requirement:** Successful completion of a 20-question basic skills assessment covering reading comprehension and fundamental mathematics (addition, subtraction, multiplication, division).
- **Passing Grade:** A minimum score of **80%** is mandatory. The examination is administered by a facility representative prior to the applicant interview.

#### B. Required Documentation and Interview

- Successful completion of an interview with the Primary Instructor.
- Submission of the signed and dated **Admission and Training Policies Signature Page**, confirming comprehension of program policies.
- Submission of two (2) forms of identification (one form must include a photograph). Approved identifications include: Driver's License, Passport, State-issued ID Card, and Social Security Card.
- **Non-U.S. Citizens:** Must provide a copy of their Visa, I94, or Resident Alien Card at the time of registration.
- **Policy Clarification:** All inquiries regarding these policies should be directed to the Program Coordinator at: [director@questhealthcareacademy.org](mailto:director@questhealthcareacademy.org).

#### C. Criminal History Record Information (CHRI) Policy (Act 14 Compliance)

In compliance with Act 14, all applicants must complete a PA Criminal History Record Information (CHRI) report, with results valid for one year prior to admittance. Documentation must confirm the absence of prohibitive offenses as cited in Act 14 of 1997:

#### Applicant Requirements

- **Pennsylvania Residents (Two or More Years):** Applicants who have resided in the Commonwealth of Pennsylvania for two or more years must obtain a PA Criminal Background Check (CHRI) from the Pennsylvania State Police.
  - The only official electronic processing website is <https://epatch.state.pa.us>.
  - The final report must contain an embedded state seal.
- **Non-Pennsylvania Residents / Under Two Years:** Applicants who have **not** resided in

Pennsylvania for two or more years, or are uncertain of equivalency of out-of-state crimes to those listed in 63 P.S. § 675, must complete both the PA CHRI and a Federal Bureau of Investigation (FBI) check.

- FBI registration is completed on the IDEMIA website at <https://uenroll.identogo.com/>.
- Applicants must use the service code **1KG6NX** (Pennsylvania PDE-AVTS) during online registration.
- Both the CHRI and FBI reports are valid for one year.

### **Exclusion for Prohibited Offenses**

Enrollment will be denied if the CHRI report indicates conviction of any of the following:

1. A felony under the Controlled Substance, Drug, Common Device, and Cosmetic Act (P.S. 780-101, 780-144).
2. Any offense listed under Act 14.
3. A Federal or out-of-State offense determined to be similar in nature to those crimes listed above.

### **D. Exclusion from Federal Healthcare Programs (Medical Assistance Bulletin 99-11-05)**

- **Screening Requirement:** All applicants are subjected to screening against the Department of Health and Human Services' Office of Inspector General (OIG) exclusion list (Medicare/Medicaid).
- **Consequence:** Exclusion renders the applicant ineligible for the program and potentially ineligible for employment in a federal healthcare agency.
- **Reference:** Status may be verified at: <http://oig.hhs.gov/fraud/exclusions.asp>.

### **E. Physical and Health Requirements**

- **Physical Exam:** Required within one (1) year of admission, certifying the student is free from communicable diseases.
- **TB Testing:** Documentation of a **negative Two-step Mantoux, OR Negative QuantiFERON TB Gold test** (within 1 year), OR a negative chest x-ray report (within five (5) years) is required.
- **Drug Screening:** Must successfully pass a urine drug screen.

### **F. Occupational Responsibilities**

Candidates must possess the physical capacity to fulfill the following occupational requirements:

- Full use of hands, arms, and legs.
- The ability to stand for extended periods of time (minimum of 5+ hours).
- The capacity to perform tasks involving bending, pushing, pulling, and **lifting a minimum of 40 pounds without restrictions.**

### **G. Nondiscrimination Policy**

Quest Healthcare Academy NATCEP Training Program adheres to a policy of providing equal education and employment opportunities, prohibiting discrimination based on legally protected classifications, including but not limited to race, color, national origin, sex, disability (in accordance with the ADA and Section 504 of the Rehabilitation Act of 1973), and sexual orientation.

- **Contact for Grievances/Accommodations:** Inquiries regarding legal rights violations or requests

for accommodations should be directed to the Campus Coordinator for Equal Employment Opportunity (EEO) or the facility/school Human Resources at **724-327-3500**.

## **2. Attendance Policy (Mandatory 120 Hours)**

Successful completion necessitates attendance for the entire **120-hour program** duration, encompassing classroom lecture, skills laboratory, and clinical components.

### **A. Critical 16 Hours of Instruction (PA Regulatory Requirement)**

A minimum of **16 hours of instruction** in the five mandatory content areas listed below must be completed **prior to any resident contact**, in compliance with **Regulation Section 483.152 (OBRA)** and **Section 3 of Act 14**.

1. Communication and interpersonal skills.
2. Safety and emergency, including the abdominal thrust.
3. Infection control.
4. Resident rights.
5. Resident independence.

**MANDATORY ATTENDANCE RULE:** Students **must not miss** any portion of the first four (4) days of class, as this constitutes the mandatory 16 hours of instruction. Failure to attend these 16 hours will result in **immediate dismissal** and the requirement to retake the entire course.

### **B. Absences and Make-up Time**

- **Maximum Missed Time:** Students are limited to missing a maximum of **7.5 hours** across a maximum of **2 days** of class (excluding the first 4 mandatory days). Exceeding this limit requires repeating the entire course.
- **Reporting:** Absences must be reported to the Program Coordinator's office (724-327-3500) **and** the instructor.
- **Make-up Time:** Missed time (excluding the mandatory 16 hours) **must be made up** on a designated day coordinated with the instructor.
- **Unexcused Absence / No-Show:** An unexcused absence or absence without coordinator authorization results in **immediate dismissal**.

## **3. Level of Achievement Policy**

Students must fulfill all of the following requirements for program completion:

### **A. Theory (Classroom)**

- **Passing Grade:** A final cumulative average of **80%** is required, calculated from five (5) quizzes and a final exam.
- **Failure:** A cumulative average below 80% constitutes a failure of the Theory requirement.
- **Retakes:** A second attempt is permitted for scores below the pass rate, at the discretion of the instructor.

## Established Grading Scale

A = 90-100; B = 80-89; C = 70-79; D = 60-69; F = Below 60

### B. Skills Laboratory

- The student must satisfactorily demonstrate all required NATCEP skills and procedures.
- **Level of Achievement:** Assessed as **Satisfactory (S)** or **Unsatisfactory (U)**.
- **Retakes:** Students are granted two (2) additional opportunities, following the initial attempt, to achieve a satisfactory rating for a failed skill.
- **Failure:** Failure to achieve a satisfactory rating after the two additional opportunities results in a failure of the Skills Lab requirement.

### C. Clinical Performance

- The student must satisfactorily demonstrate all required skills/procedures during the clinical rotation.
- **Level of Achievement:**
  - **Satisfactory (S):** Consistent, safe, and correct performance with few reminders.
  - **Unsatisfactory (U):** Defined by frequent or major infractions, frequent cueing, unsafe demonstration, or violation of client rights.
- **Major Infraction:** Defined as actual or potential for actual harm, or immediate jeopardy.
- **Final Grade:** A final clinical grade of either "S" (Satisfactory) or "U" (Unsatisfactory) will be assigned. A failure in the clinical component will be assigned if the student is not deemed competent by the instructor.

## 4. Standards of Conduct and Discipline

### A. Core Professionalism and General Conduct

- Students are required to exhibit a positive attitude and maintain **academic honesty**. Cheating will result in **termination**.
- All resident information must be held in **strict confidentiality** in accordance with HIPAA regulations.
- Professional, safe, and ethical behavior is expected at all times.
- Noncompliance with facility rules (e.g., parking, food in classrooms) or destructive behavior (e.g., profane language, insubordination) will result in disciplinary action.

### B. Dress Code and Personal Appearance

Students must wear clean, good-condition scrubs for class and clinical.

- **Name Badges:** Mandatory at all times.
- **Hair/Facial Hair:** Must be clean, neatly trimmed, and secured away from the face and collar.
- **Shoes:** Low-heeled, safety-soled shoes are required; sandals and Crocs are prohibited.
- **Non-Compliance:** Students may be sent home for non-compliance with the dress code.

## C. Prohibited Behavior Resulting in Immediate Dismissal

- **Cell Phone Use:** Strictly prohibited during class or clinical time.
- **Unauthorized Activity:** Leaving the clinical area without permission or performing unsupervised procedures.
- **Substance Use:** Any evidence of behavior related to drug or alcohol use while on duty.
- **Weapons:** Possession of alcohol or a deadly weapon.

## D. Progressive Discipline Policy

Quest Healthcare Academy employs a progressive disciplinary system to address unsatisfactory performance or behavior. The Administrator reserves the right to exercise sole discretion in determining the appropriate level of disciplinary action.

Violation Severity	1st Offense	2nd Offense	3rd Offense	4th Offense (or 1st Group IV)
<b>Group I (Minor)</b>	Verbal Warning	Written Warning (or 1st Group II)	1-Day Suspension* (or 1st Group III)	<b>Termination</b>
<b>Group II (Moderate)</b>		Written Warning	1-Day Suspension* (or 2nd Group III)	<b>Termination</b>
<b>Group III (Severe)</b>			1-Day Suspension*	<b>Termination</b>
<b>Group IV (Termination)</b>				<b>Termination</b>

*\*{Suspended hours must be made up by the student.}*

### Multiple Violations and Termination

- A student accumulating four (4) or more violations of any WPC or LCC Policy within a class shall be reviewed for potential dismissal.
- **Group IV Violations** (e.g., Abuse, Theft, Falsification of Records, Insubordination) result in **Immediate Termination**.

## 5. Tuition and Fees Policy

The total cost for the Nurse Aide Training Program is **\$4,500.00**, which is tuition and fees.

### A. Cost Breakdown

Item	Cost	Notes
Tuition	<b>\$3,880.00</b>	Covers all 120 hours of instruction (Theory, Lab, Clinical).
Fees	<b>\$620.00</b>	Covers program supplies/materials and the Nurse Aide Competency Exam. <b>No Application Fee</b> is charged.
<b>TOTAL COST</b>	<b>\$4,500.00</b>	

### B. Payment Terms

- A minimum deposit can be made to secure enrollment.
- The remaining balance must be paid in full prior to the start of the clinical portion of the program.

### C. Refund Schedule

The complete refund policy, including specific schedules and calculated withdrawal dates, is detailed in the official **Student Catalog**.

### D. Testing and Sponsorship

- **Sponsorship Responsibility:** If the student is sponsored by a facility, Quest Healthcare Academy is **not** responsible for the tuition and fees. The sponsoring facility assumes financial responsibility for the student's enrollment costs.
- **Testing:** The program fees include the cost of the state competency exam (National Nurse Aide Assessment Program - NNAAP).

## 6. Utilization of Students Policy

Students are considered trainees engaged solely in learning and practicing nurse aide skills under direct supervision.

- **Non-Staff Status:** Students will not be utilized for services or functions for which they have not been instructed and deemed competent.
- **Compensation:** Students are **not compensated (paid)** for clinical time or services rendered.

## 7. Health Risk Waiver Policy

Students are required to be aware of the inherent and potential health risks associated with participation in the classroom, lab, and clinical experience.

- **Occupational Requirements:** Students must meet the physical requirements outlined in Section 1.F, including the ability to **lift a minimum of 40 pounds without restrictions.**
- **Medical Treatment Responsibility:** In the event of an accident or illness during a clinical practice experience, the facility will provide emergency care; however, **payment for all medical treatment, including emergencies, is the sole responsibility of the student or visitor.**
- **Waiver Requirement:** The student may be required to sign a formal waiver accepting the financial responsibility for any necessary emergency medical care during clinical practice.

## 8. Grievance Policy

A structured procedure is provided for students to formally express a grievance, complaint, or dissatisfaction.

- **Step 1: Primary Instructor**
  - Grievance is submitted (written or verbal) to the RN instructor.
  - Instructor reviews and responds within three (3) days.
  - If unresolved, or if the complaint is against the instructor, the grievance proceeds to the Director of Nursing or Human Resources within 72 hours.
- **Step 2: Director of Nursing / Human Resources**
  - A meeting is scheduled within three (3) days of complaint receipt.
  - The Director/HR investigates the complaint and documents the review process and resolution.
  - If the decision is unsatisfactory, the student may appeal to the Administrator or Grievance Committee within 48 hours.
- **Step 3: Administrator / Grievance Committee**
  - All documentation is submitted for final review.
  - Written notification of the final decision is issued within 72 hours of the hearing. **The decision of the administrator or grievance committee will be final.**

# Nurse Aide Admission and Training Policies Signature Page

I affirm that I have received, read, and understand the Nurse Aide Training Program Policies outlined herein. I agree to comply with these policies as a necessary requirement for admittance into and successful completion of the program. I confirm that I was given the opportunity to ask questions and agree to all specified conditions.

I acknowledge that the occupational responsibilities require full physical use and the capacity to **lift a minimum of 40 pounds without restrictions.**

Furthermore, I formally **accept the financial responsibility** for any medical treatment, including emergencies, incurred while participating in clinical practice as a Nurse Aide Trainee (Health Risk Waiver Policy).

- **Policy Areas Acknowledged and Agreed To:**

<b>Policy Areas</b>	
A. Admissions Policy	G. Standards of Conduct Policy
B. Attendance Policy	H. Health Risk Waiver Policy
C. Level of Achievement Policy	I. Grievance Policy
D. Nondiscrimination Policy	J. Tuition Policy
E. Exclusion from Federal Health Care Program Advisement	K. Utilization of Students Policy
F. Physical Examination / Health Conditions Policy	L. Student Signature Policy

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_