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ICHCare Workforce Training Center

Student Handbook: Policies and Procedures

2027

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Student Attendance Policy

Purpose

This policy establishes clear standards and expectations for student attendance at ICHCare Workforce Training Center. Regular attendance is critical to academic success, clinical safety, and meeting clock-hour requirements for diploma eligibility under Florida statutes and the Florida Board of Nursing (FBON) regulations.

1. Expectations for Attendance

- Students are required to attend 100% of all scheduled classes and clinical skills lab hours as mandated by the curriculum.
- Punctuality is mandatory. Students must arrive on time and stay for the entire scheduled session.
- Attendance will be recorded daily for both didactic and lab sessions using a secure attendance tracking system.

2. Absences, Tardiness, and Make-Up Work

Excused Absences may include:

- Documented illness (physician's note required)
- Death in immediate family
- Court appearances
- Religious observances

Unexcused Absences include:

- No documentation
- Job interviews, childcare issues, oversleeping
- Tardiness is defined as arrival more than 10 minutes after the scheduled start time. Three instances of tardiness equal one unexcused absence.

Students who are absent must:

- Notify the instructor in advance (when possible)
- Submit documentation within 48 hours of return
- Make-up hours must be scheduled and completed under instructor supervision. Skills lab hours must be repeated to ensure competency if missed.

3. Minimum Attendance for Program Completion

- Students must complete at least 90% of the required 120 clock hours for the CNA (Long-Term Care) program to remain eligible for successful program completion.
- All required clinical and lab hours must be completed in full. There is no waiver or reduction of hands-on hours.
- Failure to meet the minimum attendance threshold will result in program dismissal or delay in graduation and state testing eligibility.

4. Disciplinary Steps for Non-Compliance

- First offense: Verbal warning and counseling session with instructor.
- Second offense: Written warning placed in student file.
- Third offense: Probation and parent/guardian meeting (if applicable).

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- Continued violations: Dismissal from the program in accordance with due process procedures.

5. Documentation and Recordkeeping

- Attendance is tracked via digital or manual attendance logs.
- All records are maintained in the student's academic file and are subject to FERPA protections.
- Documentation for excused absences is retained for audit and review.

Supporting Documents

- Attendance Tracking Form (Daily Log)
- Student Handbook Policy Section
- Signed Acknowledgment Form at Orientation
- Make-Up Work Agreement Form

Student Grading, Program Progression, and Completion Criteria

Purpose

The purpose of the Student Grading, Program Progression, and Completion Criteria policy is to provide a fair and consistent framework for evaluating student performance, guiding progression through the Nursing Assistant (Long-Term Care) program, and ensuring that all graduates meet the academic, clinical, and professional standards required for certification and safe practice in the healthcare field.

1. Grading Scale and Definitions

Grade	Score Range	Description	Transcript Notation
A	90–100%	Excellent performance; exceeds standards	A
B	80–89%	Above average; consistently meets objectives	B
C	75–79%	Satisfactory; meets minimum standards	C
F	Below 75%	Failing; does not meet required competencies	F
P	N/A	Pass (pass/fail component)	P
NP	N/A	No Pass	NP
I	N/A	Incomplete (to be resolved within 10 days)	I
W	N/A	Withdrawal (written request before 60% completion)	W
CR	N/A	Credit for prior learning or challenge exam	CR

2. Assessment Methods

Instructional performance is evaluated using both theory-based and skills-based assessments, including:

- Quizzes and written unit tests
- Final written examination
- Hands-on clinical skills demonstrations
- Competency checklists based on Florida DOE frameworks
- Simulated patient care evaluations
- Attendance and professionalism observation

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3. Minimum Standards for Passing

Students must:

- Score a minimum of 75% in all academic components
- Demonstrate Pass in all clinical skills
- Maintain at least 90% attendance
- 100% clinicals/practicum attendance
- Exhibit professionalism, compliance with safety, and ethical conduct

4. Satisfactory Academic Progress (SAP)

Status	Criteria	Institutional Action
Good Standing	≥ 75% academic, Pass- in clinical skills competency, 90% class attendance, 100% clinicals attendance	Eligible to progress and graduate
Academic Warning	Failure in one component	Required corrective plan and advising
Academic Probation	Repeated failure or unresolved issues	One probation term with monitored remediation
Academic Suspension	SAP not met after probation	Removal from program; reapply after one term
Re-entry	Approved petition + space available	Probationary return; failure = permanent dismissal

5. Remediation Policies

- Written Exam Failure: Retake within 7 days under supervision
    - Final Comprehensive Exam retake days to be determined by faculty
- Skills Failure: Repeat skill demo with coaching
- Incomplete Grade: Resolve within 10 instructional days
- Clinical Deficiencies: Make-up and repeat competency
- Students must sign a Corrective Action Plan with deadlines.

6. Program Completion Criteria

- To graduate and qualify for the CNA exam, students must:
  Complete all 120 clock hours: 80 theory/lab, 40 clinical
  Earn ≥ 75% in all courses
- Pass all clinical skills evaluations
- Maintain ≥ 90% class attendance
- Attend 100% of all clinicals
- Fulfill financial and administrative obligations
- Complete written exam, performance evaluation, and exit review

7. Credential Awarded

Graduates are awarded a Diploma- Nursing Assistant (Long-Term Care) qualifying them for the Florida CNA Certification Examination.

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Supporting Documents

- Grading policy and SAP rubric
- Competency evaluation checklist
- Transcript template
- Corrective action/remediation form
- Exit and test eligibility checklist

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Student Record Maintenance Policy

Purpose

This policy outlines how ICHCare Workforce Training Center creates, maintains, and secures student records in accordance with federal and Florida state laws. It ensures institutional compliance with the Family Educational Rights and Privacy Act (FERPA), Florida Commission for Independent Education (CIE) regulations, and the Florida Department of Education's General Records Schedule (GS5).

1. Record Creation, Management, and Access

- Student records are created at the time of enrollment and maintained throughout the student's academic journey.
- Records are securely stored using password-protected digital systems and locked physical filing cabinets.
- Access to records is limited to authorized staff and administrators. All access is logged.
- Records are updated in real-time to ensure accuracy and accountability.

2. FERPA and Data Protection Compliance

ICHCare Workforce Training Center complies fully with FERPA (20 U.S.C. § 1232g; 34 CFR Part 99).

- Students may inspect and review their educational records upon written request.
- Written consent is required before disclosing records to third parties, except in FERPA-defined exceptions.
- Annual FERPA notifications are provided through the student catalog and handbook.

3. *Types of Records Maintained*

- Enrollment & Admission Records: Application, ID verification, enrollment agreements
- Academic Records: Transcripts, grades, remediation plans
- Attendance Records: Daily logs for classroom, lab, and clinicals
- Clinical Records: Evaluation forms, skills checklists
- Financial Records: Tuition payments, financial aid documents (if applicable)
- Conduct Records: Disciplinary actions, grievances, appeals

4. Record Retention Schedule

- ICHCare adheres to the Florida DOE General Records Schedule (GS5) and CIE rules: Transcripts: Permanent
- Academic & Attendance Records: 5 years
- Clinical Competency Logs: 5 years
- Financial Records: 5 years
- Conduct/Disciplinary Records: 5 years

Records beyond the retention period are securely destroyed via shredding or digital deletion.

5. Student Access to Records

- Students must submit a written request to the Academic Director.

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- Requests will be processed within 10 business days.
- Students may review records in-person or request certified copies.
- Requests for correction may be submitted with supporting documentation.

Supporting Documents and Compliance References

- Data Storage & Security Protocol
- Sample Transcript Template
- Student Privacy Policy and FERPA Notice
- Record Access Request Form

**Legal References: **

- Family Educational Rights and Privacy Act (FERPA) – 20 U.S.C. §1232g; 34 CFR Part 99
- Florida Administrative Code – Rule 6E-2.004(7) and 6E-2.004(4)(o)
- Florida DOE General Records Schedule GS5 (Universities and Colleges)
- ADA Compliance for Accessible Records (42 U.S.C. §12101)

Student Fees and Financial Aid

Purpose

The purpose of the Student Fees and Financial Aid policy is to establish clear guidelines for the assessment, communication, and management of program-related costs, while ensuring transparency and fairness in financial practices. This policy is designed to help students understand their financial responsibilities, access available resources, and make informed decisions about funding their education. It also reflects ICHCare Workforce Training Center's commitment to affordability and equity by outlining options for financial assistance, payment plans, and community-based support that reduce barriers to enrollment and program completion

Fee Schedule and Program Cost Disclosure

TOTAL PROGRAM COSTS
$1252

FEES BREAKDOWN:

Fee	Amount ($)	Refundability
Application Fee (to process a student's application. That includes administrative costs for reviewing application materials, eligibility screening, etc.)	$50.00	Non-Refundable
Tuition	$482	Refundable
Course Lab Fees, Liability Insurance, CPR Certification course materials, Compliance Tracker Fees, Exit Processing and Graduation Review Fees etc.	$420.00	Non-Refundable
Course Material (Basic Healthcare Worker Text & MindTap, Textbook for Nursing Assistants & MindTap Workbook for Nursing Assistants, BLS/CPR Certification Resource)	$300.00	Non-Refundable

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*****ALL FEES FOR GOODS OR SERVICES, WHETHER OR NOT PURCHASED FROM THE SCHOOL, ARE AT THE EXPENSE OF THE STUDENT AND ARE NON-REFUNDABLE.*****60

NOT INCLUDED IN PROGRAM COST, MAY INCLUDE BUT NOT LIMITED TO:

- Level 2 Background Check (estimated cost: $83 / Non-Refundable)
- Health Physical, PPD & Immunization (estimated cost: $100 / Non-Refundable)
- Prometric State Certification Exam Fee (estimated cost: $155 / Non-Refundable)
- Uniform (estimated cost: $60 / Non-Refundable)
- CPR Certification (estimated cost: $35 / Non-Refundable)

PAYMENT OPTIONS

☐ Full payment is due upon signing the contract, **OR**
☐ $350 Enrollment payment (includes application fee)
☐ $500 Before classes begin
☐ $400 Before clinicals participation

YOUR PAYMENT SCHEDULE:

Number of Payments	Payment Amount	Payment Due Date
___	$ ___	Starting on ___/___/___and every Monday until paid in full

All prices for Program are printed herein; there are no carrying charges, interest charges, or service charges assessed. Contracts are not sold to third party at any time. Lastly, classes do not include costs for goods and services.
LATE PAYMENT FEE OF $50 ASSESSED IF NOT PAID ON DUE DATE. FAILURE TO PAY IN FULL MAY RESULT IN IMMEDIATE WITHDRAWAL.

PAYMENT METHODS:
We accept payments via: credit/debit cards, cashier's checks, and money order. We do not accept cash. Please note there is a 3.5% service charge added to all credit/debit card transactions.

Additional Financial Notes

- All estimated costs are subject to change based on vendor pricing and regulatory adjustments.
- Optional or situational charges—such as ID replacements, clinical rescheduling, or skill remediation—may apply.
- Refund eligibility is outlined in the institution's Refund Policy. Students are strongly encouraged to review that policy before enrollment.

ICHCare Workforce Training Center reserves the right to revise tuition or fees with reasonable notice; however, any changes will not impact students currently enrolled under an active enrollment agreement.

Financial Aid and Student Funding Support

ICHCare Workforce Training Center is committed to making workforce education accessible and affordable, particularly for underserved and underrepresented students. While the institution does not currently participate in federal or state Title IV financial aid programs, it offers a range of support options through institutional scholarships, community partnerships, and third-party funding sources—in full compliance with Rule 6E-1.0032(7), Florida Administrative Code.

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ICHCare Workforce Training Center is a newly established institution committed to providing accessible, high-quality training programs that lead to meaningful careers in healthcare and other in-demand sectors. We are actively pursuing all required licensure and program approvals that will ultimately allow us to expand access to institutional, public, and private financial aid resources.

While we do not yet participate in federal or state financial aid programs, our mission includes serving underserved communities by minimizing financial barriers to education. To that end, we are working to establish partnerships with local workforce agencies, community-based organizations, philanthropic foundations, and employer partners to connect eligible students with scholarships, training vouchers, and other forms of external assistance, for those who qualify.

Financial Assistance Eligibility

Students who meet the specific eligibility requirements for financial assistance based on criteria established by funding sources, including government agencies, workforce development programs, and private or institutional scholarships.
These may include but is not limited to:

- Residency Requirements: Florida resident or U.S. citizen/lawful permanent resident
- Demonstrated Financial Need: Based on income level, family size, or eligibility for programs like SNAP, TANF, or Medicaid
- Unemployed or Underemployed Status: Including dislocated workers or individuals impacted by layoffs or economic hardship
- Participation in State or Federal Programs: Such as WIOA (Workforce Innovation and Opportunity Act) or CareerSource Florida training vouchers
- Educational Readiness: Must meet minimum requirements (e.g., high school diploma or equivalent)
- Selective Service Registration: For male students ages 18–25, where applicable
- Satisfactory Academic Progress (SAP): If previously enrolled in a financial aid–eligible program

Students are encouraged to meet with ICHCare Workforce Training Center's Student Services team to determine eligibility for available funding opportunities. All assistance is subject to the guidelines of the awarding organization, and documentation may be required.

As part of our commitment to transparency, students who enter into any payment plan or receive third-party financial support will be provided with a written agreement clearly outlining their financial obligations, repayment terms (if applicable), and when payments begin. These documents will be signed and acknowledged prior to enrollment.

ICHCare Workforce Training Center remains dedicated to creating affordable pathways to career advancement and will continue working to secure additional resources that expand opportunity for the communities we serve.

Institutional Scholarships

ICHCare Workforce Training Center will offer, merit- or need-based scholarships for eligible students when available. These awards:

- Do not require repayment
- Are subject to availability of funds each term
- Require submission of a scholarship application and supporting documentation
- Are evaluated by a scholarship review committee
- May not exceed 25% of program tuition and must be offered equitably to all eligible students within a cohort

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Eligibility Criteria May Include:

- Demonstrated financial need (e.g., public assistance, income level)
- Community service or professional recommendation
- Commitment to healthcare workforce service in underserved areas
- First-generation student status

All scholarship recipients are notified in writing, and records are maintained for compliance inspection by the Commission.

Third-Party Funding and Workforce Development Programs

Students may also be eligible for financial assistance through:

- Workforce Innovation and Opportunity Act (WIOA) training vouchers
- CareerSource Florida regional boards
- Community-based grant programs
- Employer-sponsored education assistance

ICHCare Workforce Training Center's Student Services team provides advising and documentation support for students pursuing external aid. Awards are disbursed directly to the institution (if applicable), and eligibility is determined solely by the funding organization.

In-House Payment Plans

ICHCare Workforce Training Center offers interest-free installment payment plans for students unable to pay tuition in full upfront. These are not loans, but short-term deferred payment options. Students who enroll in payment plans must sign a payment agreement, which clearly outlines:

- Total tuition obligation
- Installment amounts and due dates
- Consequences of missed or late payments, including withdrawal from the program or hold on diploma issuance

Payment plans are managed internally and do not accrue interest. Students are not assessed late fees unless otherwise stated in the agreement.

Prohibited Tuition Discounts

ICHCare Workforce Training Center does not offer discretionary tuition discounts or fee waivers. Any reduction in tuition or fees must be based on clearly stated eligibility criteria, available to all students in the same enrollment period, and administered in accordance with Rule 6E-1.0032(7), F.A.C. The institution does not reduce charges based on payment timing or method.

Repayment Obligations

Students receiving loans or deferred payment arrangements (if applicable in future) will be required to sign a financial disclosure acknowledgment stating:

- The total amount of funds to be repaid
- The payment schedule and installment due dates
- Any penalties for missed payments
- That the student is legally obligated to repay the loan in full

No student will be allowed to graduate or receive transcripts while in default on any financial obligation to the institution.

Student Loan Disclosure Requirement

Students who apply for and receive a student loan are required to complete and sign a Student Loan Acknowledgment Form. This form confirms that the student understands:

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- They are obligated to repay the loan;
- The terms and amounts of the repayments; and
- When repayment will begin.

This signed form must be submitted prior to the disbursement of any loan funds and will be maintained in the student's file

Refund Policy

As published in the ICHCare Workforce Training Center Catalog
Effective Academic Year: 2027

ICHCare Workforce Training Center maintains a fair and consistent refund policy to govern the return of unearned tuition and fees in the event that a student cancels enrollment, withdraws from the program, or is administratively dismissed. This policy is established reflects the institution's commitment to consumer protection, regulatory compliance, and fiscal responsibility.

1. Cancellation Prior to Enrollment

A full refund of all tuition and institutional charges will be issued if a student cancels in writing within three (3) business days of signing the enrollment agreement, provided that instruction has not yet commenced. This includes any refundable amounts already paid by the student, excluding fees that are nonrefundable by policy or third-party vendors.

2. Nonrefundable Charges

The following fees and costs are nonrefundable once paid, regardless of program participation or withdrawal status:

- Registration/Application Fee
- Background Screening Fee (once processed)
- CPR/BLS Certification Fee (once issued)
- Compliance Tracker Access
- Exit Processing and Graduation Review Fee
- Consumable or customized materials (e.g., embroidered uniforms, used textbooks, opened supply kits)
- External or third-party service fees (e.g., Prometric exam registration)

All nonrefundable items are clearly marked in the institutional fee schedule and enrollment documentation.

3. Tuition Refunds After Commencement

If a student withdraws or is dismissed after the three-day cancellation period but before completing the program:

- Tuition will be prorated based on the percentage of scheduled clock hours completed at the time of withdrawal, up to 40% of the program.
- If more than 40% of the program's scheduled hours have elapsed, the tuition is considered fully earned and no refund will be issued.
- The student is financially responsible for any portion of tuition and fees not covered by the refund.

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Examples:

Example 1 (More than 40% Completed):
The Nursing Assistant program is 120 hours. A student submits an official written withdrawal request after completing 50 scheduled clock hours.

- 50 ÷ 120 = 41.7% of the program completed.
- Because the student has completed more than 40%, the tuition is considered fully earned.
- No refund is issued, and any remaining tuition balance is still owed.

Example 2 (Within Refund Period):
A student withdraws through an email notification after completing 36 scheduled hours of the 120-hour program.

- 36 ÷ 120 = 30% completed.
- Tuition is charged for the 36 hours completed.
- The institution refunds the remaining 84 hours of tuition.

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4. Withdrawal Date Determination

The official date of withdrawal is determined by the earlier of the following:

- The date on which written notice of withdrawal is received from the student, or
- The last documented date of attendance or academic activity, as verified by instructional staff, clinical logs, or LMS records.

This policy applies regardless of whether formal attendance records are maintained.

5. Administrative Dismissals

In the event that a student is dismissed by the institution due to academic failure, misconduct, violation of policies, or failure to fulfill financial obligations, the refund calculation will be conducted in accordance with this policy as though the student had voluntarily withdrawn.

6. Refund Processing Timeline

All refunds due under this policy shall be processed and issued within thirty (30) calendar days from the date of:

- The institution's receipt of the student's written notice of withdrawal, or
- The institution's determination that the student has ceased attendance, whichever occurs first.

Refunds will be issued to the original payer of record unless otherwise directed in writing and approved by the institution.

7. Other Terms and Conditions

- Refunds are subject to verification of total hours attended and applicable institutional or third-party charges.
- Students who receive institutional scholarships or third-party assistance may have refunds issued directly to the funding source.

Any refund due under this policy shall not preclude the institution from collecting unpaid balances that may still be owed by the student.

Reduction of Tuition or Fees

ICHCare Workforce Training Center is committed to making its programs accessible to students from underserved and economically disadvantaged communities. To that end, we may offer reductions in tuition or fees based on clearly defined eligibility criteria and documented selection procedures. These reductions are designed to support equity in access and will be offered only under the following conditions:

Eligibility Criteria

All tuition or fee reductions will be based on one or more of the following:

- Documented financial hardship or low-income status
- Unemployment or underemployment
- Participation in public assistance programs (e.g., SNAP, TANF, Medicaid)
- Referral by a partnering workforce or nonprofit agency
- Status as a first-generation college student or displaced worker

Eligibility criteria and selection requirements will be publicly disclosed during the enrollment period in which the reduction is offered. All students enrolled during that period will have equal opportunity to apply, and no tuition reduction will be granted based on the timing or method of payment

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Selection and Documentation

Reductions in tuition or fees will be awarded only after a review process conducted by a designated review committee. The institution will maintain:

- Copies of student applications and supporting documents
- Meeting notes and decision records of the review committee
- Written notices of award or denial provided to each applicant

These records will be retained on file at the institution and will be made available for inspection by the Commission for Independent Education upon request.

ICHCare Workforce Training Center does not offer informal or discretionary fee reductions. All tuition or fee adjustments will be implemented in accordance with this formal, documented process to ensure fairness and transparency for all applicants.

Student Rights and Responsibilities

Purpose

The purpose of the Student Rights and Responsibilities policy is to define the standards that protect students' access to a safe, respectful, and inclusive learning environment while outlining their obligations as members of the ICHCare Workforce Training Center community. This policy ensures that students are aware of their rights to equitable treatment, academic support, and due process, as well as their responsibilities to uphold professionalism, integrity, and accountability. By clearly articulating these expectations, the policy fosters mutual respect, personal growth, and shared responsibility for maintaining the high-quality educational experience that prepares learners for success in healthcare and beyond.

Student Rights:

1. Rights to Fair Treatment, Non-Discrimination, and Due Process

Students have the right to equal access education and training without fear of discrimination or harassment. This includes:

- Learn in an environment free from discrimination based on race, color, sex, religion, disability, national origin, age, sexual orientation, or veteran status.
- Be treated with dignity, fairness, and respect.
- Report grievances without fear of retaliation (see Student Grievance Policy).
- Receive due process in disciplinary and academic appeals, including the opportunity to respond, present evidence, and request a review.

These protections align with Title IX, the Civil Rights Act, and Florida Department of Education regulations.

2. Respect & Dignity

Students are entitled to be treated as valued individuals deserving of courtesy, fairness, and respect in every interaction with faculty, staff, peers, and clinical supervisors. This right protects learners from verbal abuse, harassment, or belittling, ensuring that they can engage fully in the learning process without fear of judgment or hostility. Respect and dignity extend to students' ideas, contributions, and questions, fostering an environment where curiosity and growth are encouraged. By honoring this right, ICHCare

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commits to creating a culture of mutual respect where students can thrive both academically and personally.

3. Grievances

Students have the right to voice concerns and submit grievances when they believe they have been treated unfairly, discriminated against, or subjected to actions that interfere with their ability to learn in a safe and respectful environment.

This right ensures that students have a formal avenue to express their concerns and seek resolution without fear of retaliation. By providing access to grievance procedures, ICHCare affirms that student perspectives are valued, and that concerns will be addressed promptly, confidentially, and with fairness. Protecting this right helps maintain accountability across the institution, strengthens student trust, and reinforces a culture of respect, equity, and transparency.

4. Safe & Supportive Learning Environment

Students have the right to a safe, healthy, and supportive environment in classrooms, labs, and clinical sites. This includes:

- Physical safety (e.g., equipment maintenance, infection control practices)
- Emotional safety (e.g., freedom from bullying or intimidation)
- Academic support (e.g., guidance and feedback from faculty)

A safe and supportive environment allows students to focus on mastering knowledge and skills without unnecessary barriers or risks. Protecting this right reflects ICHCare's responsibility to foster not only academic achievement but also the overall well-being of its learners.

5. Access to Institutional Policies & Procedures

Students have the right to clear and transparent information about the policies, procedures, and expectations that govern their education.

This includes access to documents such as:

- Student Handbook
- Code of Conduct
- Academic Integrity Statement, HIPAA/confidentiality requirements
- Grievance procedures.

Having full access ensures that students understand both their rights and responsibilities, can make informed decisions, and know the proper channels for seeking help or clarification. This right promotes accountability and fairness while empowering students to actively participate in their own educational journey.

Student Responsibilities:

1. Code of Conduct and Academic Integrity Expectations

ICHCare Workforce Training Center upholds a zero-tolerance policy on academic dishonesty and unprofessional conduct. Students are expected to:

- Complete their own work without cheating, plagiarism, falsification, or collusion.
- Use only authorized resources during exams or assignments.
- Refrain from falsifying attendance logs or clinical documentation.
- Abide by professional ethical standards, including respect for faculty, peers, staff, and property.

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Violations may result in disciplinary action, including warning, probation, dismissal, and notation on academic records. Students may appeal misconduct findings through the institutional grievance process.

2. Professional Behavior

ICHCare Workforce Training Center students enrolled in the Nursing Assistant (Long-Term Care) program are expected to consistently demonstrate professional attitudes and behaviors that reflect the standards of the healthcare profession.

This includes:

- Showing respect for faculty, staff, patients, clinical partners, and peers at all times, both within the classroom and in clinical environments. Professional behavior also requires
- Upholding integrity, maintain confidentiality,
- Following institutional and clinical site policies and to communicate in a respectful and constructive manner.
- Being open to receptive to feedback, willing to learn from mistakes
- Adapting to diverse patient populations and challenging situations with compassion and composure.

Disruptive, disrespectful, or unethical behavior undermines the learning environment, jeopardizes patient trust, and may result in disciplinary action, including probation or dismissal.

3. Clinical Conduct and Patient Confidentiality

During skills lab and clinical assignments, students are expected to:

- Maintain strict patient confidentiality in compliance with HIPAA standards.
- Demonstrate respectful, compassionate, and safe behavior with patients and healthcare teams.
- Follow the clinical site's code of conduct and dress code.
- Report safety concerns, errors, or ethical conflicts to the clinical supervisor or instructor.

Breaches of clinical protocol may lead to dismissal from the clinical site and academic sanctions.

4. Dress Code and Attendance Behavior Expectations, Participation

Students must present themselves in a manner that reflects healthcare professionalism:

- Dress Code:
- Approved scrubs and clinical uniforms are required.
- Closed-toe shoes, name badge, and appropriate grooming are mandatory.
- No jewelry (except watch and wedding band), strong scents, or distracting accessories are allowed.

Attendance Behavior:

- Students must attend 90% or more of all theory, lab, and clinical hours.
- Tardiness, disruptive behavior, or unexcused absences may result in academic probation or dismissal.
- Students must notify instructors of absences and submit documentation where appropriate.

Participation:

- Actively participate in learning activities, whether in lecture, lab, or clinical settings.

Active participation includes contributing to discussions, engaging in hands-on practice, demonstrating preparedness for class and clinical assignments, and collaborating respectfully with peers and instructors.

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6. Accountability for Actions

Students are expected to take ownership of their academic, clinical, and professional behavior throughout the Nursing Assistant program. This includes recognizing that every choice, whether related to coursework, attendance, clinical practice, or conduct, carries consequences that affect both personal success and the integrity of the program. When students make mistakes or violate program policies, they are required to comply with established disciplinary procedures, which may include verbal or written warnings, probation, suspension, or dismissal.

Accepting accountability is more than following rules; it is a demonstration of maturity, integrity, and professional growth. In healthcare, patient safety and quality of care depend on practitioners who can acknowledge errors, take corrective action, and learn from experiences without shifting blame.

By embracing accountability, students not only uphold the values of ICHCare; integrity, compassion, humility, and excellence, but also prepare themselves to earn the trust of patients, families, colleagues, and employers. This responsibility reinforces that reliability, honesty, and ethical judgment are as essential as clinical skills in the practice of nursing assistance.

Disciplinary Actions and Appeals

Infraction Level	Institutional Action
Minor Violation	Verbal or written warning
Repeated Offense	Academic or behavioral probation
Major Misconduct	Immediate suspension or dismissal; subject to appeal

Students may appeal any disciplinary action by submitting a written request to the Executive Director within 5 business days. A final decision will be issued within 7 business days following committee review.

Supporting Documents

- IWTC Code of Conduct Policy
- Academic Integrity Statement (included in the enrollment agreement)
- Student Handbook: Rights and Conduct Sections
- HIPAA/Confidentiality Training Acknowledgment
- Clinical Site Agreement Forms

Student Grievance Procedure

Purpose

This policy ensures that all students have the right to seek resolution of complaints or grievances in a fair, equitable, and timely manner. IWTC encourages informal resolution when possible and provides a formal grievance process that protects students' rights under Florida and federal law.

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1. Scope of Grievance

Students may file grievances related to:

- Discrimination or harassment
- Instructor or staff misconduct
- Academic disputes or grade appeals
- Program policies or procedures
- Clinical site experiences
- Retaliation for filing complaints

2. Step-by-Step Grievance Procedure

Step 1: Informal Resolution (Recommended)

The student should attempt to resolve the issue directly with the involved party (e.g., instructor or staff member) within 5 business days of the incident. If unresolved, the student may escalate to the Program Director.

Step 2: Formal Written Grievance

The student submits a Grievance Form and supporting documentation to the Academic Office within 10 business days of the incident or failed informal resolution. The Program Director or appointed designee will review the submission and may meet with all involved parties.

Step 3: Grievance Committee Review

If unresolved by the Program Director, the grievance is reviewed by the Student Grievance Committee within 10 additional business days. The Committee will review evidence and may conduct interviews or hearings. A written decision will be issued to the student within 5 business days after the review.

Step 4: Final Appeal

If dissatisfied, the student may submit a final written appeal to the Executive Director within 5 business days of the committee's decision. The Executive Director's decision is final and issued in writing within 7 business days.

3. External Grievance Contacts

If the student exhausts the institutional process or believes their rights were violated, they may contact the following regulatory bodies:

- Florida Board of Nursing (FBON): http://floridasnursing.gov | Phone: (850) 245-4125
- Commission for Independent Education (CIE): http://www.fldoe.org/policy/cie | Phone: (888) 224-6684 | Email: cieinfo@fldoe.org
- Florida Department of Education (DOE): http://www.fldoe.org | General Info: (850) 245-0505
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4. Non-Retaliation Statement

Students are protected from retaliation for filing a grievance or participating in a grievance process. Any instance of retaliation will result in disciplinary action against the offending party.

Supporting Documents

- IWTC Student Grievance Form
- Grievance Process (posted in Student Services Office)
- Catalog excerpt detailing grievance rights
- Regulatory contact posters in classrooms and clinical briefing

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Approval and Signatures

Effective Date: 01/04/2027
Governing Board Meeting on ICHCare Workforce Training Center Policies and Procedures: 02/22/2025
Approved by the Governing Board on: 07/15/2025
The following members of the Governing Board confirm approval of this Student Policies and Procedures Manual.

Name: Susan Mutua

Title: President

Signature: Signed by: Susan Mutua 6B6A7708B5B34D0...

Date: 9/8/2025

Name: Joan Cheboswony

Title: Principal COnsultant

Signature: Signed by: Joan Cheboswony 85228B17B5204F0...

Date: 9/8/2025

Name: Philliph Mutisya

Title: Philliphm. Mutisya

Signature: Signed by: 27A64169CD0E49C...

Date: 9/9/2025

Name: Angela Mbalu

Title: Treasurer

Signature: Signed by: EEF3EDD367D7464...

Date: 9/9/2025

"These Faculty Policies and Procedures are living documents subject to periodic review. The Governing Board (GB) of IWTC Workforce Training Center shall review the policies at least every year or more frequently as needed to ensure relevance, compliance with applicable regulations, and alignment with institutional goals. All revisions must be approved by the GB and documented accordingly."

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