ATTENDANCE POLICY

Students are expected to attend all scheduled classes and training sessions. Attendance is required to ensure that each student receives the minimum number of instructional and skills training hours required by program regulations.

Students enrolled in the full **Caregiver Training Program** must complete the full training program, which includes **at least 62 hours of instruction and skills training**, in order to successfully complete the caregiver training program.

Students enrolled in the **Medication Management Bridge Program** must complete the full training program in person, which includes **at least 16 hours of instruction**, in order to successfully complete the caregiver training program.If a student is absent, for any reason, the missed training hours must be made-up before the student can successfully complete the program. All attendance and any make-up sessions will be documented in the student's training record as required by program regulations.

Absences or failure to complete required hours within 26 weeks of course enrollment will result in dismissal from the training program or inability to receive a certificate of completion. In addition, refunds will not be issued.

GRADING POLICY

Students will be evaluated through written examinations, skills demonstrations, and instructor observation throughout the caregiver training program.

To successfully complete the program, students must demonstrate competency in all required caregiving skills and knowledge areas in accordance with Arizona caregiver training regulations.

Students must achieve a **minimum score of 75% on written examinations** and in the Caregiver Training Program students must successfully complete all required skills demonstrations to pass the course.

Students who do not meet the minimum passing score may be given an opportunity to review material and retake the examination as detailed in the reexamination policy.

Students who do not meet these requirements may not receive a certificate of completion for the enrolled program.

REEXAMINATION POLICY

Students who do not achieve the minimum passing score on a written examination may be allowed to retake the examination.

The reexamination will measure the **same required knowledge and competencies** as the original examination but will contain **different questions**.

Students may review course materials or receive additional instruction from the instructor before attempting the reexamination.

A student may attempt each examination at a **maximum of three (3) times**. This includes the **initial attempt** and up to two reexaminations.

All examination attempts and results will be documented in the student's training record as required by Arizona caregiver training program regulations.

Students who do not achieve the required minimum passing score of 75% within three attempts may not successfully complete the caregiver training program and will **not** receive a certificate of completion or refund for their course fee. If a student fails to receive a certificate of completion, they may choose to pay the applicable course fee and re-enroll in the caregiver course.

RECORDS POLICY

The caregiver training program will maintain accurate and complete student records in accordance with Arizona Administrative Code R4-33-702. Student records will be maintained for a minimum of **three (3) years** after the student completes or withdraws from the program.

Each student record will include the following required information:

Student Identification Information

- Student name
- Date of birth
- Social security number
- Arizona CNA/LNA/DCW certification verification (**Medication Management Bridge Program ONLY**)

Training Documentation

- Completed skills checklist (If applicable per course requirements)
- Attendance record, including documentation of any make-up class sessions

Testing and Evaluation Records

- Score on each test, quiz, and examination
- Documentation indicating whether a test, quiz, or examination was retaken

Instructor Documentation

Documentation completed by the program instructor indicating:

- Number of skills training hours completed by the student
- Student performance during skills training
- Verification of the total number of instruction hours completed

Evidence of Completion

A copy of the evidence of completion issued to the student, which includes:

- Name of the student
- Name and instruction location of the training program
- Total number of hours devoted to instruction
- Number of hours devoted to skills training
- Date the training program was completed
- The Board's approval number of the training program
- Signature of the training program instructor, administrator, or owner

Additional Student Documents

The training program will maintain additional documents related to program participation including:

- Copy of government-issued identification
- Social Security Card
- County-approved Food Handler's Card
- Verification of Arizona CNA/LNA/DCW

These documents will be maintained as part of the student file when collected by the program.

Record Storage

All student records will be **maintained in a secure manner** to protect confidentiality. Records will be made available to the 'Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers' (NCIA Board) upon request.

STUDENT FEES POLICY

Students are required to **pay all program fees before** beginning the caregiver training program, unless other arrangements have been approved by the training program.

Payment assistance or financial aid is not normally offered. Any financial assistance arrangements must be documented **in writing and approved** by the Training Program Administrator before the start of the course.

All tuition, fees, and payments made to the training program are non-refundable unless a written request for a refund is submitted to AZCGC LLC within twenty-four (24) hours of purchase. Refunds after this timeframe will not be issued except where prohibited by law. This "no-refund" policy is applicable for any refund request reason including but not limited to withdrawal from the program, failure to complete the program in a timely manner, dismissal from the program, scheduling conflicts, or personal circumstances.

Should an unforeseeable contingency arise, and a student is unable to attend their scheduled in-person training session, they may **request** to postpone **t**heir course in-person training by **up to sixty (60) days**. Any request to postpone must be submitted **in writing and approved** by the Training Program Administrator.

Approval of a course postponement is **not guaranteed** and will be determined by the Administrator based on program availability and circumstances.

WITHDRAWAL AND DISMISSAL POLICY

A student may choose to withdraw from the caregiver training program **at any time**. Students who wish to withdraw must notify the training program **in writing**. The withdrawal will be documented in the student's training record.

If a student withdraws from the program, the student will **not** receive a certificate of completion and will not be entitled to a refund.

The training program may **dismiss** a student from the program for reasons including, but not limited to:

- Failure to meet attendance requirements
- Failure to achieve the minimum passing score on required examinations
- Failure to demonstrate required caregiving skills competency
- Disruptive or inappropriate behavior during training
- Violation of program policies or confidentiality requirements
- Academic dishonesty or cheating
- Drug or alcohol use during training activities
- Failure to complete the distance learning component of the course prior to **26 weeks** from the date of enrollment**.**
- Failure to schedule and complete an in-person or skills training session of the course prior to **26 weeks** from the date of enrollment**.**

Students who are dismissed from the program will **not** receive a certificate of completion or **a refund**.

All withdrawals and dismissals will be documented in the student's training record.

STUDENT GRIEVANCES POLICY

AZCGC LLC is committed to maintaining a fair, respectful, and professional learning environment. Students may submit a grievance regarding program policies, instructor conduct, course procedures, attendance records, grades, examinations, or other academic matters.

To resolve concerns in a fair and organized manner, students must follow the grievance process outlined below.

Step 1 – Review by Instructor
The student must first submit the grievance **in writing** to the program instructor. The written grievance should include the student's name, date, and a clear description of the concern, including any issues related to grades, examinations, or evaluations.

Step 2 – Review by Administrator
If the issue is not resolved with the instructor, the student may submit the grievance **in writing** to the Training Program Administrator for review.

Step 3 – Review by Program Ownership
If the concern remains unresolved, the student may submit the grievance **in writing** to the program owner for final review and determination.

All grievances will be reviewed in a **timely and fair manner**. The program will make reasonable efforts to resolve concerns through this process.

All grievances and their resolutions will be documented and maintained in the program's records.

ADMISSION REQUIREMENTS

Individuals seeking admission to the caregiver training program must meet the **minimum eligibility requirements established by the Arizona Administrative Code**.

To be admitted into the training program, an applicant must:

- Be at least 18 years of age
- Be able to read, write, and communicate in English
- Provide valid government-issued identification
- Complete all required enrollment forms and documentation
- Arizona CNA/LNA/DCW certification verification (**Medication Management Bridge Program ONLY**)

Students must demonstrate the ability to successfully participate in the selected program, including attending scheduled classes and completing instruction and required skills training. The course may require hands-on practice, demonstrations, **lifting, transfers, and other physical activities** commonly performed by caregivers.

Students must be able to perform the duties and responsibilities required of a caregiver, with or without reasonable accommodation, including full participation in all required skills training activities. In accordance with the Americans with Disabilities Act (ADA) and applicable laws, reasonable accommodations will be provided to qualified individuals with disabilities to enable participation in program activities. Students requesting accommodations should notify program administration so that appropriate arrangements can be considered.

Our program provides equal opportunity and does not discriminate in admission or participation on the basis of race, color, national origin, ethnicity, religion, sex, gender, gender identity or expression, sexual orientation, age, disability, veteran status, or any other status protected by applicable law.

By enrolling in the training program, students acknowledge that participation in these activities involves **inherent physical risks** and agree to **assume all responsibility and liability for any injury or harm** that may occur during training activities, except where prohibited by law.

Applicants are responsible for providing any required documentation **prior to enrollment**, as outlined by the program and policies.

The training program reserves the right to **deny admission to applicants** who do not meet the program requirements, fail to provide required documentation, or do not successfully complete any of the outlined requirements in the policies.

Student Agreement

All admission decisions and enrollment documentation will be maintained in the student's training record in accordance with program policies.

CAREGIVER TRAINING COMPLETION CRITERIA

To successfully complete the **Caregiver Training Program**, students must meet the following requirements:

- Attend and complete all required training hours, including both classroom instruction and skills training for a minimum of **62 hours** of instruction and skills training combined.
- Pass all required written program examinations with a **minimum score of 75%**.
- Successfully demonstrates competency in all required **caregiver skills** as evaluated by the program instructor.
    - **SKILLS DRESS CODE:** All students attending in-person skills training sessions are required to wear professional scrubs and closed-toe, closed-heel shoes. Students who do not meet the required dress code may be denied participation in the skills session and may be required to reschedule.
- Students who meet all training, examination, skills, and all other program requirements will receive evidence of completion from the training program within **15 days**.

Students will not receive certification until they **pass the State NCIA Board approved caregiver exam with a minimum score of 75%**.

MEDICATION MANAGEMENT BRIDGE COMPLETION CRITERIA

To successfully complete the **Medication Management Bridge Program**, students must meet the following requirements:

- Attend and complete all required classroom instruction hours, which is a minimum of **16 hours**.
- Pass all required written program examinations with a **minimum score of 75%**.
- Successfully demonstrates competency in all required **caregiver skills** as evaluated by the program instructor.
    - **SKILLS DRESS CODE:** All students attending in-person skills training sessions are required to wear professional scrubs and closed-toe, closed-heel shoes. Students who do not meet the required dress code may be denied participation in the skills session and may be required to reschedule.
- Students who meet all training, examination, and all other program requirements will receive evidence of completion from the training program within **15 days**.

Students will not receive certification until they **pass the State NCIA Board approved caregiver exam with a minimum score of 75%**.

PRE-ENROLLMENT DOCUMENTATION REQUIREMENTS

Prior to enrollment in the caregiver training program, applicants must submit required documentation to verify eligibility and ensure compliance with program requirements.

Applicants must provide the following **pre-enrollment documentation**:

- Copy of government-issued identification
- Social Security Card
- County-approved Food Handler's Card
- Verification of Arizona CNA/LNA/DCW (**Medication Management Bridge Program ONLY**)
- Completed enrollment application and required program forms

All required documentation must be **submitted and verified prior to enrollment in the training program** unless otherwise approved by the program administrator.

The training program reserves the right to **delay or deny enrollment** if required documentation is not provided.

All pre-enrollment documentation will be **maintained in the student's training record in accordance with program policies**.

Individuals working as caregivers in Arizona are required to obtain and maintain a valid Arizona Fingerprint Clearance Card issued by the Arizona Department of Public Safety in accordance with state law. While the card may not be required prior to enrollment, students are responsible for **obtaining a Fingerprint Clearance Card before employment as a caregiver**.

COMMUNICATION AND MEDIA AGREEMENT

Students enrolled in AZCGC LLC acknowledge that successful completion of a program **does not guarantee employment**.

Students also consent to receiving **communication** from AZCGC LLC related to the training program. These communications may include information about coursework, program updates, scheduling, and future training or employment opportunities. Communication may occur through phone calls, post mail, email, or SMS text messages.

During program activities, AZCGC LLC may take **photographs, audio recordings, or video recordings** for educational, informational, or promotional purposes, including on social media. Consent shall be presumed unless refusal is submitted in writing. By participating in the training program, students grant AZCGC LLC permission to use these materials.

Students understand that **no financial compensation will be provided** for the use of photographs, recordings, or other media.

CONFIDENTIALITY AGREEMENT

Students participating in the AZCGC LLC Caregiver Training Program may be exposed to **confidential information** related to residents, patients, staff, or facility operations during training activities.

All students are required to **maintain strict confidentiality** and comply with applicable privacy laws, including HIPAA (Health Insurance Portability and Accountability Act) at all times.

Confidential information may include any information obtained through:

- Written records or documents
- Verbal communication
- Electronic records or digital information
- Direct observation during training activities

By enrolling in the AZCGC LLC Caregiver Training Program, students acknowledge their responsibility to **protect the privacy and confidentiality** of all individuals encountered during training. Students are prohibited from discussing, sharing, recording, photographing, or distributing confidential information related to residents, patients, staff, or facilities outside of authorized training activities.

Any **breach of confidentiality** may result in immediate dismissal from the training program and may also lead to legal consequences under applicable privacy laws.

All course materials, including but not limited to videos, documents, and instructional content, are the **exclusive intellectual property** of the AZCGC LLC and are protected by applicable copyright and intellectual property laws. Purchase of this course grants a limited, non-transferable license for personal use by the enrolled student only. Any copying, recording, downloading, sharing, distributing, reselling, or otherwise using course content outside of the enrolled student's personal study is strictly prohibited without the express written consent of AZCGC LLC. Unauthorized use or distribution will result in immediate termination of access without refund, and AZCGC LLC reserves the right to pursue all available civil and equitable remedies to the fullest extent of the law.