

Healthcare – Edu

Policy Handbook

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School Calendar

School is open 10am – 4:30p.m. Monday – Friday

School is closed to the public on weekends.

School is closed for Independence Day, Thanksgiving Day, Christmas Day, New Year’s Day

Program Calendar 2025 Nursing Assistant Class, HHA, MAP and Phlebotomy Technician

Nursing Assistant and Home Health Aide Courses	Classes start daily. Lab and clinical dates will be announced.
Hybrid Courses	Visit Lab Sessions for upcoming schedule. https://www.healthcare-edu.com/lab-sessions-2025/

Medication Administration Program	Students will receive access from the state “CDDER” the 1 st and 3 rd Thursday of every month. In-person labs held at the school once every 2 months.
Phlebotomy Technician	Classes enroll daily. Lab Schedules will be posted online. In-person labs held at the school once every 2 months.
EKG Technician	Contact the school for more information.
CMA training	Start Dates: Jan. 5th 2026; May 4th 2026; Sept. 7th
All In-person Programs	Contact the school for more information.

Attendance Policy and Refund Policy

It is the expectation that students will make all attempts to attend class, lab and clinical 100% of the time. Students who miss lab or clinical hours must make up the time. Students will communicate with the instructor and schedule a time to make up that lab at a time that is convenient. This may mean waiting until the next session. As it relates to clinical hours students must complete the scheduled clinical times.

Students will be considered tardy for labs if they arrive 30 minutes or more late. Students will be written up and asked to repeat the lab day after the 2nd episode of tardiness.

Students will be considered tardy for clinicals if they arrive 10 minutes or more late. Students will be sent home. Students will have to make up the clinical date at a time that is convenient for the school.

Students who must depart earlier than their dismissal time will be assigned a time to make-up any missed work by their professor. Early departures are only excused at the discretion of the professor only under extenuating circumstances.

There will be a \$50 charge for missed lab and missed clinical days.

Healthcare-Edu will make every attempt to announce and maintain scheduled clinical days. Given that clinicals are subject to a 3rd party affiliation there are times when clinical days and locations will need to be adjusted. Every effort will be made to notify and reschedule students in a timely manner. Healthcare-Edu reserves the right to adjust clinical days and locations.

Excused absences are considered those that are COVID-19 related and/or have note by a medical provider. The make-up for clinical hours will be done during the 1st available within the current or subsequent cohort. This is due to the clinical ratios that must be maintained at facilities. Please note that a student may have to wait to make-up the clinical. If a student has unexcused absences

and is unwillingly to make-up the class, lab or clinical that is in alignment with the school and instructor availability the student will be expelled from the program.

Healthcare-Edu will issue verbal warnings to students who violate the terms within their attendance policy. Additionally, students cannot progress through their program if they do not sequentially complete their in-person lab/clinical components.

Leave of Absence (LOA) Policy

Purpose

The Leave of Absence (LOA) Policy outlines the process for students who need temporary time away from their program without permanently withdrawing. This policy ensures clarity for students and maintains compliance with Massachusetts private occupational school regulations.

1. Applicability by Program

- **Nursing Assistant (NAT), Home Health Aide (HHA), Medication Administration Program (MAP), and Phlebotomy**
 - Students in these programs are **not required** to formally request a leave of absence.
 - If a student misses scheduled class sessions, the standard attendance and make-up policies apply.
- **Clinical Medical Assistant (CMA)**
 - Students enrolled in the CMA program **may formally request** a leave of absence of up to **six (6) months**.
 - Only **one LOA** may be granted per enrollment period.

2. Request and Approval Process (CMA Program Only)

1. Written Request:

- Students must submit a **written request** for a leave of absence, stating:
 - Reason for the request
 - Requested start and end dates
- Requests must be submitted **before the intended start date of the leave**, whenever possible.

2. Approval:

- The School Director or designee will review the request and notify the student of the decision in writing.
- Approval is **not automatic** and is based on academic standing, attendance, and course progression.

3. Maximum Duration:

- A leave of absence may not exceed **six (6) months** from the last day of attendance.
- If the student does not return by the approved end date, they will be considered **withdrawn** from the program.

3. Return from Leave

- Students must **notify the school in writing** at least **two weeks prior to their return date** to confirm re-entry into the next available class schedule.
 - Students returning from a leave are subject to:
 - Placement into the next available cohort at the point of curriculum interruption.
 - Completion of any missed competencies, skills labs, or clinical requirements.
 - If the program curriculum has changed, students must **meet all current requirements** to graduate.
-

4. Consequences of Non-Return

- Students who fail to return by the approved end date are administratively **withdrawn**.
 - Any **tuition refund** will be calculated according to the school's **Withdrawal and Refund Policy** based on the last date of attendance.
-

5. Financial Aid and Certification Considerations *(if applicable)*

- Students receiving any form of external funding (e.g., scholarships, employer sponsorships, or future Title IV, if applicable) are responsible for understanding the **financial impact** of a leave of absence.
- A leave may **delay program completion** and **eligibility for certification exams**.

Refunds

For refunds, please see the breakdown as listed on the Enrollment Agreement. Should a student want to withdraw from a class he/she must send that in writing to admin@healthcare-edu.com. In that email, please include your preferred mailing address. Refunds will be processed at the end of the month and the student will be mailed a check to his/her listed address in the email if the student qualifies for a refund per the enrollment agreement and withdrawal date. Signature _____

Inclement Weather/Weather Emergency Policy

Healthcare-Edu follows the Brockton Public School system closure announcements. If it is a weekend or holiday we monitor the weather forecast and announce school closures at least 3 hours in advance. School closures do not apply to virtual components of your training program.

Dress Code

All students are required to wear clean, gray scrub uniforms during all classroom, lab, and clinical sessions to maintain a professional healthcare appearance. Scrubs must be well-fitting but not tight, free of tears, stains, or excessive wrinkles. Personal hygiene is essential; students must arrive clean, free from strong odors or fragrances, and maintain fresh breath and deodorant use to ensure a professional and patient-safe environment. Hair must be neat and secured away from the face, and jewelry should be minimal and non-distracting. Footwear must be closed-toe, non-slip, and in good condition. Students not in compliance with the dress code may be sent home to change and could receive an attendance penalty.

Clinical Professionalism Policy

Professionalism in healthcare settings is mandatory and reflects both the student and the school. Students must maintain short, clean fingernails; artificial nails, gel polish, or nail art are not allowed in any clinical or lab setting for infection control. Strong perfumes, colognes, scented lotions, or body sprays are prohibited, as these can cause patient discomfort or allergic reactions. Hair must be clean, neatly groomed, and secured away from the face and shoulders to prevent contamination

during patient care. Jewelry is limited to a simple wedding band and small stud earrings; dangling earrings, bracelets, and facial piercings are not permitted in clinical areas. Visible tattoos must be covered whenever possible, and cell phones or smart devices must be kept silenced and out of sight during all patient care activities. Students who fail to adhere to these professional standards may be removed from the clinical setting and will be subject to attendance or disciplinary action.

CORONAVIRUS PROTOCOL

Healthcare-Edu is dedicated to keeping students safe. During these times we are taking extra measures to achieve this goal.

Steps

1. Hand Sanitizer will be available, and students must sanitize his/her hands upon entering.
2. Students will conduct COVID-19 testing as requested by the clinical affiliation agreement.
3. In efforts to maintain a clean environment student will dispose of his/her trash in the appropriate receptacle.

If a student should need to quarantine per DPH or his/her MD, the student will be allowed to make up the class/clinical missed during the next session. MD note and instructions must be submitted. Prior to returning to Healthcare-Edu MD clearance note must be submitted.

**I _____ acknowledge that I have read and agree with this
CORONAVIRUS PROTOCOL.**

I _____ agree to follow the rules as listed above.

**I _____ will answer truthfully to the best of my ability on the
attestation form daily upon entry to the program.**

(Print Name)

(Date)

(Signature)

Grading Policy

Healthcare-Edu evaluates student performance based on **knowledge mastery, skills competency, and professional conduct**. Each program has specific grading requirements to ensure that students are prepared for both certification exams and safe entry into the healthcare workforce. All students must meet **both knowledge and skills requirements** to successfully complete their program.

1. Nursing Assistant (NAT) Program

- **Knowledge Component:**

- Students must achieve a **minimum of 80%** on all **quizzes and the final exam** to pass the knowledge portion of the course.

- **Lab and Clinical Component:**

- Evaluated on a **Pass/Fail** basis.
- Students must **demonstrate competency in all required skills** and meet **clinical attendance and participation requirements** to earn a passing grade.

- **Completion Requirement:**

- Students must pass **both the knowledge and lab/clinical components** to successfully complete the program and be eligible for certificate of training completion.

2. Phlebotomy Technician & EKG Technician Programs

- **Knowledge Component:**

- Students must achieve a **minimum of 80%** on:

1. **All Thinkific (online) modules and quizzes**

2. **National Healthcareer Association (NHA) course assessments**, if applicable

- **Lab Component:**

- Evaluated on a **Pass/Fail** basis.
- Students must demonstrate **competency in all required procedures and skills**, including safety protocols and proper specimen or electrode handling.

- **Completion Requirement:**

- Students must **pass both the knowledge and lab components** to be eligible for a certificate of training completion and national exam eligibility.

3. Clinical Medical Assistant (CMA) Program

- **Knowledge Component:**

- Students must achieve a **minimum average of 80% average** on all **quizzes and exams** throughout the course.

- **Lab and Skills Component:**

- Evaluated on a **Pass/Fail** basis.
 - Students must **successfully perform all clinical skills and lab competencies** as outlined in the program curriculum.
 - **Completion Requirement:**
 - Students must **pass both the knowledge and skills components** to graduate from the program and qualify for national certification testing.
-

Additional Grading Notes for All Programs

- **Professionalism and Attendance:**
 - Excessive absences, unsafe practices, or unprofessional conduct may result in **course failure**, even if academic requirements are met.
- **Retesting Policy:**
 - Students who fail to meet the 80% knowledge requirement or receive a failing mark in any lab/clinical competency will be given **one opportunity to remediate**.
- **Certification Exam Readiness:**
 - Successful completion of all course components is required before the school will **endorse students for certification exams**.

Progress reporting Policy

Students will receive a progress report at each quarter percentage of completion for the Online Knowledge Components of their respective training program. For the In-person Component of training, Students will receive a pass or fail grade from their Instructor with instruction on how to remediate if they receive a fail from their instructor.

Students will receive a written progress report halfway through the program in compliance with 230 CMR 15.01(10).

Certificate of Completion

Healthcare-Edu awards **Certificates of Completion** to students who successfully meet **all academic, skills, and attendance requirements** of their enrolled program. Certificates verify that the student has completed the required training and is eligible to sit for applicable **state or national certification exams**.

1. Nursing Assistant (NAT) Program

To receive a **Certificate of Completion** for the Nursing Assistant program, a student must:

1. Achieve a **minimum of 80%** on all **quizzes and the final exam**.
2. **Pass all lab and clinical components** by demonstrating competency in each required skill.
3. **Complete all required clinical hours** with satisfactory performance and professional conduct.
4. Meet the **school's attendance policy** and have no unresolved disciplinary issues.

Note: Students who do not meet all requirements will not receive a certificate and will not be allowed to sit for state certification testing.

2. Phlebotomy Technician Program

To receive a **Certificate of Completion** for the Phlebotomy Technician program, a student must:

1. Achieve a **minimum average of 80%** on all **Thinkific (online) and NHA knowledge assessments**.
 2. **Pass all lab components** by successfully demonstrating venipuncture and capillary collection techniques, proper specimen handling, and safety protocols.
 3. **Complete all required lab hours and practical experiences** with professional conduct.
 4. Satisfy the **attendance and participation requirements** outlined in the student handbook.
-

3. EKG Technician Program

To receive a **Certificate of Completion** for the EKG Technician program, a student must:

1. Achieve a **minimum average of 80%** on all **Thinkific (online) and NHA knowledge assessments**.
2. **Pass all lab components** by demonstrating proper electrode placement, accurate lead interpretation, and adherence to safety procedures.

3. **Complete all required lab hours** and hands-on practice sessions.
 4. Maintain **professionalism and attendance** throughout the program.
-

4. Clinical Medical Assistant (CMA) Program

To receive a **Certificate of Completion** for the Clinical Medical Assistant program, a student must:

1. Achieve a **minimum average of 80%** on all **quizzes and exams**.
 2. **Pass all lab and skills components** by successfully demonstrating all required clinical and administrative procedures.
 3. **Complete all assigned lab, clinical, and classroom hours** with satisfactory participation.
 4. Adhere to **professional conduct, dress code, and attendance policies** throughout the program.
-

Additional Certificate Requirements for All Programs

- Certificates are awarded **only after all tuition and fees are paid in full**.
- Students who **do not meet academic, skills, or attendance requirements** will not receive a certificate.
- Certificates reflect **completion of training only** and do not guarantee employment or national/state certification.

Withdrawal Policy

Per 230 CMR 15.04(7) and (8)

(7) If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall: (a) treat the withdrawal as a termination of the enrollment contract, effective immediately; (b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and

(c) provide the calculation and any refund to the student within 45 days of the effective date of the termination (8) If a student stops attending School but does not withdraw in accordance with the School's withdrawal policy, the School shall: (a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity; (b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest; (c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and (d) provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

School Rules and Regulations

If a student is found to be in violation of any and/or all the policies presented in the handbook the student can be expelled from the program and blocked from admission to any future cohorts. If a student is expelled from the program, he/she may be entitled to a refund in accordance with Massachusetts Refund law. Also, if he/she is participating in an enrollment plan the agreement will be discontinued and no further funds will be collected by Healthcare-Edu from the student.

Civility/Incivility

Any form of incivility is unacceptable at Healthcare-Edu. Incivility is defined as disruptive, ill-mannered, or offensive behavior contrary to the well-being of the classroom and healthcare facility. This includes all forms of disrespect or disregard for instruction, healthcare facility, and/or a fellow student.

Social Media Policy

Professional values, ethical standards, and adherence to HIPAA requirements extend to all forms of social media. Violations in relation to these professional standards and behaviors may result in exclusion from Healthcare-Edu.

Classroom & Clinical Etiquette Policy

Healthcare-Edu requires all students to maintain professional behavior, respect, and accountability in both classroom and clinical settings. Professionalism is essential for creating a positive learning environment and for preparing students to succeed in healthcare workplaces.

1. General Expectations

- **Respectful Conduct:** Students must treat instructors, staff, classmates, patients, and clinical site personnel with courtesy and respect at all times.
- **Punctuality and Preparedness:** Students are expected to arrive on time, in uniform, and prepared with all required materials. Tardiness or leaving early

may result in an attendance penalty.

- **Active Participation:** Students must actively engage in lectures, labs, and clinical activities, including demonstrating skills and participating in discussions.
- **No Disruptions:** Side conversations, sleeping, inappropriate language, or any form of classroom or clinical disruption is prohibited.

2. Classroom Etiquette

- **Electronic Devices:** Cell phones and smart devices must be silenced and stored away during class, labs, and exams unless approved for instructional purposes.
- **Food & Drinks:** Only water in closed containers is allowed in the classroom. Food may only be consumed during scheduled breaks.
- **Academic Integrity:** Cheating, plagiarism, or falsifying documentation will result in disciplinary action, up to and including dismissal from the program.

3. Clinical Etiquette

- **Professional Communication:** Students must introduce themselves properly to staff and patients and communicate in clear, professional language at all times.
- **Confidentiality:** HIPAA compliance is mandatory. Students must never discuss patient information outside the clinical setting.
- **Following Instructions:** Students must adhere to all clinical site rules and immediately follow instructor or preceptor guidance.
- **Safety & Infection Control:** Proper hand hygiene, PPE use, and safety protocols must be followed at all times.

- Professional Behavior: Any rudeness, insubordination, or unprofessional conduct may result in removal from the clinical site and may affect program completion.

4. Consequences for Violations

- Students who fail to adhere to classroom or clinical etiquette will receive a verbal warning, written warning, or removal from the class/clinical site depending on the severity of the infraction.
- Repeated or serious violations may result in disciplinary action up to and including dismissal from the program, per the school's Code of Conduct and Disciplinary Policy.

HIPAA Compliance Policy

Healthcare-Edu is committed to protecting the privacy and security of patient health information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). All students are required to follow HIPAA standards at all times during clinical rotations, skills labs, and any activities involving patient information.

1. Student Responsibilities

- Confidentiality: Students must never share, discuss, or disclose any patient information outside of the clinical environment.
- De-identification: Students must not record, photograph, or remove any documents, charts, or patient identifiers from the clinical site.
- Professional Communication: All discussions about patient care must occur only in private areas and only with authorized personnel.
- Electronic Use: Students are prohibited from using personal phones or devices to access, store, or transmit patient information.

2. Prohibited Actions

- Posting any patient-related information on social media, messaging apps, or public platforms.
- Discussing patient cases in public areas such as hallways, elevators, or outside the clinical site.
- Removing or photographing medical records, wristbands, or other identifiers.

3. Consequences for Violations

- Any HIPAA violation will result in immediate removal from the clinical site and may lead to disciplinary action up to and including dismissal from the program.
- Severe violations may result in legal penalties, including fines, in accordance with federal law.

4. Acknowledgment

All students must sign a HIPAA Acknowledgment Form before participating in any clinical or patient-related activities, confirming they understand and agree to follow this policy.

Disciplinary Action Policy

Healthcare-Edu is committed to maintaining a safe, respectful, and academically sound learning environment. This Disciplinary Action Policy defines how the school responds to student infractions related to **Etiquette/Professionalism, Attendance, and Academic Integrity or Performance**. The goal is corrective action, student success, and protection of patients, classmates, staff, and partner facilities. This policy applies to all students enrolled in Healthcare-Edu programs and covers conduct occurring:

- In classrooms, labs, clinical sites

- during online learning sessions and within asynchronous online courses.
- at school-sponsored or affiliated events
- on social media when referencing the school, clinical sites, staff, or patients

General Principles

Key Factors for Deciding on a Disciplinary Action

- **Progressive discipline** - will be used when appropriate, unless the infraction is severe enough to require immediate serious action such as Student or Patient Safety issues.
- **Severity and repetition** - A first-time issue may get a less severe disciplinary action than the same issue on an account with written or verbal warnings preceding the issue.
- **Patient safety and legal compliance** - Unsafe or illegal conduct at assigned clinical may lead to more severe disciplinary action as well as legal consequences that are beyond the scope of our school policy.
- **Student and Classroom Safety** - Unsafe or Illegal conduct in the classroom may lead to more severe disciplinary action as well as legal consequences that are beyond the scope of our school policy.

Who is allowed to give Disciplinary Action

Disciplinary action is decided by the Nurse Instructor whose training program you are attending or by the Faculty/Staff who witnessed the infraction. Disciplinary actions that are severe enough to impact the status of a student's enrollment will be reviewed by our School Lead Instructor in addition to the Nurse Instructor/Faculty/Staff who witnessed the infraction in circumstances where they are not the same person.

Etiquette / Professionalism Infractions

Etiquette infractions include unprofessional, disruptive, unsafe, or disrespectful behaviors such as:

- disrespectful language or behavior toward staff, peers, or patients
- refusal to follow instructor directions
- inappropriate conduct in class/lab/clinical
- dress code violations

- clinical professionalism violations
- unprofessional social media behavior involving the school or clinical settings
- HIPAA-related professionalism breaches (behavioral side)

Consequences (Most Severe to Least Severe)

1. **Expulsion from the program**
Used for extreme or repeated misconduct, threats, violence, harassment, or major professionalism breaches.
2. **Exclusion from Healthcare-Edu Student Social Networks (Community board etc.)**
Specifically for major social media violations, unethical conduct, or harmful misrepresentation of the school or clinical partners.
3. **Blocked from admission to future cohorts**
Added when expulsion/dismissal reflects a serious breach of trust or safety.
4. **Removal from class or clinical site**
Immediate consequence for unsafe or disruptive conduct. The Student may be required to leave the learning environment the same day and will be assigned a make-up day.
5. **Removal for Uniform Violation**
Though less severe, this removal is primarily for students who do not attend lab or clinical in their school uniform (grey scrubs).
6. **Written warning / write-up**
Formal documentation that a policy was violated and that escalation will occur if repeated.
7. **Verbal warning**
First-level corrective coaching for minor or first-time issues.

Attendance Infractions

Attendance infractions include:

- tardiness to class, lab, or clinical
- leaving early without permission
- missed lab or clinical days
- failure to complete required make-up time

- Attending class, lab, or clinical while under the influence of drugs or alcohol

Consequences (Most Severe to Least Severe)

1. **Expulsion from the program**
For chronic unexcused absences, refusal to complete make-up work when available, or attendance behavior that prevents safe/program completion.
2. **Required to repeat a lab day**
Triggered after multiple lab tardies or missed competencies tied to the lab.
3. **\$50 missed lab/clinical day fee**
Charged for a missed lab or clinical day as defined in the Attendance Policy.
4. **Assigned make-up time for missed work**
Student must complete missed lab/clinical hours at school-approved times.
5. **Sent home (clinical tardy ≥ 10 minutes or similar)**
Student is removed from that day's clinical/lab session and must make it up.
6. **Attendance penalty (for early leaving or related behaviors)**
Logged against attendance standing, potentially contributing to escalation.
7. **Written warning / write-up**
Formal notice of attendance violation.
8. **Verbal warning**
First-level corrective reminder for minor lapses.

Academic Infractions

Academic infractions include:

- cheating on quizzes/exams
- plagiarism in written work
- falsifying documentation (skills checklists, clinical forms, attendance logs)
- unsafe practice during lab/clinical that reflects academic incompetence
- failure to meet required knowledge/skills standards after remediation opportunity

Consequences (Most Severe to Least Severe)

1. **Reporting illegal Activities (for severe HIPAA-linked misconduct)**
Applies when academic misconduct includes illegal disclosure or falsification involving patient information.
2. **Dismissal from the program**
For major academic integrity violations or failure to demonstrate competency necessary for safe practice.
3. **Invalidation of Test/Homework Results**

For more serious or repeated academic integrity concerns.
4. **Assigned Remediation Training**
Students are given a structured remediation opportunity after failing a required knowledge exam or lab/clinical competency review.
5. **Written warning / write-up**
Used for minor academic violations or early integrity concerns (before escalation).
6. **Verbal warning**
Coaching for low-level academic professionalism issues (example: minor citation problems before plagiarism threshold).

Guidance and Counseling

Although Healthcare-Edu does not have a formal guidance department we will make all efforts to steer students in an appropriate manner for school, job placement and field success. Healthcare-Edu does not have licensed counselors and therefore encourage students to seek professional help with personal, medical, psychological, and psychosocial issues.

Job Placement

At this moment Healthcare-Edu does not have recruitment agreements in place. This is an ongoing effort and agreements will be presented to students as they are formed. School cannot guarantee employment.

Complaint Resolution

Healthcare-Edu is committed to maintaining a professional, fair, and responsive environment for all students. Students have the right to raise academic, clinical, or administrative concerns without fear of retaliation. This policy outlines the process for filing complaints, receiving timely responses, and appealing decisions in compliance with 230 CMR 15.07(2).

1. Informal Resolution

- Students are encouraged to first attempt informal resolution by discussing the concern directly with the instructor or staff member involved.
 - If the matter is not resolved informally, students may proceed with the formal complaint process.
-

2. Formal Complaint Submission

- A formal complaint must be submitted in writing using the school's Student Complaint Form (Found within each Student's Progress Portal) or via email to the Program Director or School Office.
 - The written complaint must include:
 1. Student name and contact information
 2. Date of incident or issue
 3. Detailed description of the complaint
 4. Steps taken to resolve the issue informally, if any
-

3. School Response Timeline

- In compliance with 230 CMR 15.07(2), the school will:
 1. Acknowledge receipt of the written complaint within 2 business days.
 2. Investigate and provide a written response to the student within ten (10) calendar days of receiving the complaint.
 - The written response will include the school's findings and any corrective actions or resolutions.
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4. Appeal Process

- If a student is unsatisfied with the school's initial decision, they may submit a written appeal within 5 business days of receiving the written response.
 - The appeal should be addressed to the Operations Manager and must include:
 - A copy of the original complaint
 - The school's written response
 - A statement explaining why the student disagrees with the resolution
 - The Operations Manager will review the case and issue a final written decision within 10 calendar days of receiving the appeal.
 - This decision is considered final within the school.
-

5. External Complaint Options

- If the student is not satisfied after the school's final decision, they may contact the Massachusetts Division of Occupational Licensure, Office of Private Occupational School Education to file a complaint externally.

- Contact information is available in the Student Handbook and upon request from the school office.
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6. Non-Retaliation Statement

- Students filing complaints or appeals in good faith are protected from retaliation. Any attempt to retaliate will result in disciplinary action against the offending party.

A student may contact DOL at any time. Please use the following contact information for DOL:

**Division of Occupational Licensure
Office of Private Occupational Schools
occupational.schools@mass.gov
617-701-8719
1 Federal Street, Suite 600, Boston, MA 02110-2012**

Financial Aid

230 CMR 15.04 (5) and (6)

(5) After April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

(6) In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and (2) actual reasonable costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to: (1) Programs not subject to division approval; and (2) Programs 80 hours or less in duration and \$2,000 in total cost.

Acknowledgement of Receipt

Please sign this page as an acknowledgement that you have received this handbook.

(Student Name)

(Date)