

California Nurses Educational Institute



School Catalog

January 1, 2022 – December 31, 2022

**5200 E. Ramon Road, Building I, Suite 1
Palm Springs, CA 92264
(760) 416-5955 www.CNEI.edu**

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GENERAL INFORMATION

APPROVAL DISCLOSURE STATEMENT

California Nurses Educational Institute (CNEI) is an educational institution incorporated in the State of California. CNEI is nationally accredited by the Commission of the Council on Occupational Education, an institution accrediting body recognized by the United States Department of Education. The institution is private and is approved to operate in California by the Bureau for Private Postsecondary Education. Approved means compliance with state standards as set forth in the Ed. Code. The programs are also approved by the California Licensing Board for Vocational Nursing and Psychiatric Technicians, the California Department of Public Health, and California Consortium of Addiction Programs and Professionals (CCAPP).

PROGRAM	CLOCK HOURS	SEMESTER UNITS	WEEKS	
			Day	Even
Licensed Vocational Nurse	1675	65	60	80
Clinical Healthcare Technician	800	36	32	47
Medical Office Assistant	720	32	N/A	36
Pharmacy Technician	780	35	N/A	36
Alcohol & Drug Addiction Counseling	735	32	N/A	38
Certified Mental Health Technician	784	30	N/A	38
Certified Nurses Assistant	160	N/A	8	13
Certified Home Health Aide	40	N/A	2	N/A

All information in the content of this school catalog is current and correct and is so certified as true to the best of my knowledge and belief by:



J. Ramon Villanueva
Chief Administrative Officer

School Official

MISSION STATEMENT

The mission of California Nurses Educational Institute is to provide the student with a balanced educational approach based on theory and practical instruction, which enables the student to meet professional certification requirements as well as employer expectations upon graduation.

ADMISSION REQUIREMENTS AND ENROLLMENT PROCEDURE

All applicants are required to visit California Nurses Educational Institute for program orientation. Applicants are interviewed in person by an admissions representative after completing a required application for program admission and are given a tour of the school. Applicants are provided a copy of the school catalog and an information handbook pertinent to the program for which the applicant is applying. The admissions representative determines if the applicant meets the minimum admissions requirements for the program of interest. The Program Directors will make selections into the program after reviewing the recommendations of the Admissions Committee. Information on loan and grant programs to assist students with tuition and related costs is available to students by the Financial Department.

CNEI does not provide instruction in English-as-a-second language. All instruction is provided in English. Applicants must be able to speak, read, and write English fluently. English proficiency is determined through the institution's admissions interview process and completion of all necessary documents.

- All students must be fingerprinted as required by the Department of Health Services, Licensing and Certification Section.
- Admission may be denied for the following reasons to include but not limited to:
 - Criminal background (per regulations)
 - Inability to speak or understand the basic English language
 - Indifferent attitude toward learning or health care
- All applicants must be at least 18 years of age
- All applicants must have a high school diploma or equivalent.

The following are additional admission requirements for specific programs at California Nurses Educational Institute:

Licensed Vocational Nurse:

- Completion of an entrance exam with a satisfactory passing grade.

Certified Home Health Aide

- Completion of Certified Nursing Assistant program

As a matter of policy, all prospective students are provided with a copy of the school catalog. The catalog is available on the web at, www.cnei.edu/resources/catalog. A written copy can also be obtained at the applicant's request.

TRANSFER OF CREDIT/ PREVIOUS EDUCATION AND TRAINING POLICY

Students may request advanced placement/transfer based on credit from previous education and training according to the following policy. This policy applies to students transferring between programs within the institution as well as for students from other institutions.

A request for transfer of credit must be made prior to signing an enrollment agreement. An official transcript and a copy of the catalog or course syllabus from the institution from which credit is requested for transfer are required by CNEI for transfer evaluation.

Previous education coursework/credits considered for transfer must have a minimum grade of C or 75%. Credit based on life experience/knowledge must be earned by a minimum grade of C or 75% on a CNEI-administered examination. A maximum of one-third of the total program credits will be awarded as transfer-in credits or advanced placement credits.

Tuition and fees will be adjusted on a pro-rata basis per credit hour transferred. Any adjustments in credit hours and weeks may impact financial aid eligibility as determined by Title IV regulations.

For Students Requesting Veteran's Administration Benefits: The College is required to inquire about, and request transcripts from, all prior institutions, including military training, college coursework and vocational training. Previous transcripts will be evaluated, and credit will be granted as appropriate. The veteran or eligible person will be notified of the evaluation result. **All prior training must be evaluated, and all evaluations must be completed prior to the start of class to receive credit.**

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at CNEI is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn at CNEI is also at the complete discretion of the institution to which you may seek to transfer. If the diploma or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending CNEI to determine if your diploma or certificate will transfer.

Decisions to accept credits from another educational institution rest entirely with each receiving institution and are usually assessed and considered on a case by case, course by course basis. CNEI, while fully accredited, does not currently possess the same types of accreditations as most four-year colleges and universities offering nursing programs, degrees, baccalaureate, and beyond. Prospective students of CNEI will need to consider this if they plan to continue their academic credentials.

The institution has not entered into an articulation or transfer agreement with any other college or university.

FACILITIES

California Nurses Educational Institute is located at 5200 E. Ramon Road, Bldg. I, Suite 1, in Palm Springs California, between Interstate 10 Freeway and Highway 111. The school is contained in a facility of approximately 10,000 square feet consisting of classrooms, clinical skills laboratory, library/Learning Resource Center, administrative and faculty offices, and storage areas. The facilities meet all local occupancy requirements. Classrooms are equipped and designed to accommodate classes of up to thirty students at any one time. Parking is available to students and staff.

The type of equipment and materials used to provide instruction are current with industry standards and appropriate to meet the teaching objectives of its programs. Classrooms are furnished and equipped with tables, chairs, computer and overhead projectors, and televisions. A fully equipped computer lab with internet access is available for research, homework and to complete class assignments. Skills Lab rooms are fully equipped with up-to-date equipment appropriate to meet the teaching objectives of the programs offered. Equipment includes: Hospital beds and gurneys, wheelchairs, basins, scales, vital signs diagnostic equipment, CPR and First Aid equipment, blood collection equipment and supplies, Intravenous (IV) equipment and supplies, and medical supplies and materials.

The Library/Learning Resource Center consists of computer assisted learning programs and a variety of self-learning video modules as well as access to online library resources offering a broad range of topics to support the learning process of the various programs offered. In addition, textbooks, workbooks, and reference books are available for faculty and student use. The computer lab is fully equipped and networked with high-speed internet and is available and accessible to students. The library resources are maintained and updated yearly. Student access to the library and learning resources is scheduled by faculty for specific assignments. Students may also request and check out items from the library by written request with the program director and or school registrar. Items can be checked out for a maximum period of 10 days. Items not returned within the allotted time period will be billed to the student at the costs incurred to replace the item.

Classes are held at the school's main facility for theory instructions. Clinical instruction is held at the following facilities: For Licensed Vocational Nurse (LVN): Palm Springs Health Care & Rehabilitation Center, 277 S. Sunrise Way, Palm Springs; Premier Care & Rehabilitation for Palm Springs, 2990 E. Ramon Road, Palm Springs; Indio Nursing & Rehabilitation Center, 47763 Monroe St, Indio; Desert Springs Healthcare, 82262 Valencia Ave, Indio; The Fountains at the Carlotta, 41505 Carlotta Dr, Palm Desert; Mama's House, 44875 Deep Canyon Rd, Palm Desert; DAP Health, 1695 N. Sunrise way, Palm Springs; Rancho Mirage Healthcare & Rehab 39950 Vista Del Sol, Rancho Mirage; ManorCare Health Services, 74-350 Country Club Dr. Palm Desert. For Alcohol and Drug Addiction Counseling (ADAC): Addiction Therapeutic Services 559 S Palm Canyon Dr. #B-101, Palm Springs; Desert Palms 67580 Jones Rd. Cathedral City. For Certified Nurse Assistant (CNA) and Clinical Healthcare Technician: California Nursing and Rehabilitation, 2299 N. Indian Canyon Drive, Palm Springs; Rancho Mirage Healthcare & Rehab 39950 Vista Del Sol, Rancho Mirage; Cathedral Medical Clinic 31755 Date Palm Drive Suite M, Cathedral City. For Phlebotomy and Clinical Healthcare Technician: Desert Regional Medical Center, 1150 N. Indian Canyon Drive, Palm Springs; Eisenhower Medical Center 39000 Bob Hope Drive, Rancho Mirage; Apple Medical Center and Urgent Care, 1207 E. Florida Ave., Hemet.

Additional sites are maintained in a list and can available upon request.

PROGRAM COMPLETION AND GRADUATION REQUIREMENTS

To graduate, students must maintain satisfactory academic and attendance progress, and achieve a minimum of a 2.0 grade point average (70% or "C") in their academic work, complete and pass all clinical requirements, and discharge all financial obligations to school. For the Licensed Vocational Nurse and the Alcohol & Drug Addiction Counseling the minimum passing score of 75%. The successful completion of a comprehensive examination (Exit Exam) is a graduation requirement of the Vocational Nursing (VN) Program.

ATTENDANCE POLICY

Attendance is monitored and recorded daily. It is the responsibility of the student to notify the school in advance if they will be absent or late, just as it is necessary to inform an employer.

Elements of Satisfactory Attendance:

Absenteeism: Students are expected to maintain a minimum of 90% of attendance throughout the enrollment period. Failure to maintain satisfactory attendance will result in Attendance Probation for a period of thirty (30) days. Attendance is checked at a minimum monthly. Students with two (2) weeks of continuous non-attendance are dismissed. Absences may be made up for purposes of removing absences on an hour of make-

up to an hour of absence basis. Absences must be made up within ten (10) days or prior to beginning the following sequential course/level.

Excused Absences: An EXCUSED absence is considered only when the student notifies the school on the day, or prior to the day, of the absence. The student may notify the registrar, instructor, or the administration office. The absence will be recorded as excused; however, excused absences are included in the calculation to determine the minimum attendance requirement.

Tardiness: For the purpose of satisfactory attendance, students arriving more than 15 minutes late without a legitimate reason or excuse will be deducted one-hour of the total attendance scheduled for that day. Three (3) unexcused tardiness will constitute one (1) day of missed attendance.

Make-up Work and Exams: Make-up course work missed due to absenteeism is permitted and credit is given, however, the absences will remain on record. Students are responsible for arranging time with the instructor for make-up work and exams. Additional attendance and make-up requirements apply to LVN program and are provided in the student orientation package.

For the Licensed Vocational Nurse (LVN) Program:

All theory and clinical objectives must be completed satisfactorily for each level. Missed hours and assignments must be made-up prior to the end of the scheduled level in which the deficiencies occurred. Students may not continue to the next level unless all required work is completed satisfactorily, and all missed hours are made up prior to the start of the next level.

Theory (Lecture) Absences and Make up Hours

Absenteeism: Students are expected to complete 100% of the scheduled attendance. Attendance is recorded and monitored weekly. A written warning will be issued to students with two (2) absences. Students with three or more absences will be placed on Attendance Probation for the remainder of the level or for a period of thirty (30) days. Failure to improve attendance in the current or future levels will result in withdrawal from the program.

Absences may be made up for purposes of removing absences on an hour of make-up to an hour of absence basis. Make up absences must be made up within seven (7) days of the absence. Students are responsible for arranging time with the instructor for make-up absences.

Make-up Work and Exams: Make-up course work missed due to absenteeism is permitted and credit is given, however, the absences will remain on record. Students are responsible for contacting the instructor to arrange for make-up work and exams.

Missed examinations:

Missed examinations must be taken on the first day back following the absence or earliest schedule make up session.

Only two (2) missed examinations will be allowed for make-up. A point penalty of *10% of the grade scored* will apply to make-up exams. Example: A grade scored at 100% (A) will result in a grade of 90% (B). An alternate exam may be administered.

Clinical Absences and Make-up Hours:

It is recognized that successful completion of the program, and passing the NCLEX-PN examination, is highly correlated with attendance at both theory and clinical days.

Understanding that emergency circumstances may arise resulting in absences, the accumulation of missed clinical hours will affect your progress and disrupt your schedule. All missed clinical hours must be made up as described in the following policy:

1. Students are required to notify the instructor if they expect to be late or absent from clinical. A no-show, no-call for clinical will result in probation on the first incident.

2. Students with one clinical absence will be issued a written warning and placed on probation for the remainder of the Level or 30 days and notified of withdrawal for the next absence. All missed clinical hours must be made up prior to end of the level in which hours were missed. A student may not continue to the next level unless clinical hours and objectives have been completed satisfactorily.
3. Students assigned to make up clinical hours must attend the entire shift (Example: If a student misses 3 hours of clinical time, the student must still complete a complete shift for make-up.)
4. NOTE: CNEI provides the clinical opportunity for all students to meet the clinical hours required to complete the program, and a schedule is provided to each student. CNEI does NOT guarantee that any additional clinical hours will be provided to students who do not attend clinical as scheduled.
5. The vocational nursing student handbook contains a complete update of all applicable policies.

ACADEMIC POLICIES

General Statement:

California Nurses Educational Institute defines Satisfactory Academic Progress as meeting acceptable standards based on pre-determined educational objectives set by the institution. Students are evaluated and graded as they complete each course within a program prescribed curriculum. Grades are determined as a compilation of written and laboratory/practical examination scores and observation of clinical competencies. The school applies these standards to all students, whether or not they are recipients of financial aid.

LEAVE OF ABSENCE

A Leave of Absence (LOA) may be granted to students for serious illness, death in the family, or other emergency circumstances. Leave of Absence requests must be submitted in writing to the administration. Only one written request for a Leave of Absence will be considered during an academic year. The LOA, together with any additional LOAs must not exceed one hundred and eighty (180) calendar days in any twelve-month period. Student making regularly scheduled tuition payments to the school remain under that obligation during the LOA. Failure to report to class as scheduled ending the LOA period will result in automatic withdrawal from the program. Resubmission or updating of vaccinations and other documentation may be required prior to the date the student is scheduled to return from the LOA. Additional conditions apply for LVN students outlined in the LVN Student Handbook. The student will be advised by the registrar of such requirements in advance of such requirements. Any students making regularly scheduled tuition payments to the college remain under that financial obligation during a LOA.

SATISFACTORY ACADEMIC PROGRESS

For purposes of measuring Academic Progress, students must maintain a minimum of 2.0 (70%) grade point average throughout the entire enrollment period. For the License Vocational Nurse and the Alcohol & Drug Addiction Counseling programs, the minimum passing score is 75%. Academic progress is verified at the completion of each course within the educational program. Courses are fifteen (15) weeks or less in duration.

Leave of Absence: For students on leave of absence (LOA), class transfers, non-credit remedial courses, withdrawals, and incompletes, an incomplete ("I") grade is assigned and will not affect maximum time frame. Students who LOA, transfer, or withdraw within 2 weeks of the scheduled completion date of the course will receive a grade of A through F which will affect maximum time frame. Course completions and repetitions are also assigned a grade of A through F and will also affect maximum time frame.

Maximum Time Frame: Students attending on a full-time basis have a maximum time frame in which to complete all graduation requirements:

Maximum Time Frame Schedule:

Maximum time frame is calculated based on an academic year of twenty-four semester credits. Students must satisfactorily complete twenty-four for every thirty-six attempted for a maximum time frame of 150%. The minimum passing grade is 70% or C. Maximum time frame is measured on a course-by-course basis.

Licensed Vocational Nurse (LVN) 65 Semester Units

Course Title	Length In Units	Maximum Time Frame
Level I: Fundamentals of Nursing	10	15
Level II: Fundamentals of Nursing II	8.5	12.75
Level III: Intermediate Medical Surgical Nursing Care I	8.5	12.75
Level IV: Mental Health Nursing and Care of Neurological Conditions	8	12
Level V: Intermediate Medical Surgical Nursing Care II	8.5	12.75
Level VI: Obstetric and Pediatric Nursing	8.5	12.75
Level VII: Advanced Nursing Care and Leadership Principles I	8	12
Level VIII: Advanced Nursing Care and Leadership principles II	5	7.5
TOTAL	65	97.5

Clinical Healthcare Technician 36 Semester Units

Course Title	Length In Units	Maximum Time Frame
Level I: Long-Term Care, Certified Nurse Assistant (CNA), Home Health Aide, Hospice Care.	7.5	11.25
Level II: Anatomy & Physiology, Medical Terminology, Computer Operations, Medical Records & Management Systems	12.5	18.75
Level III: Anatomy & Physiology, Medical Assisting, Acute & Ambulatory Care, & Career Preparation	12.5	18.75
Level IV: Clinical Externship	3.5	5.25
TOTAL	36	54

Alcohol & Drug Addiction Counseling 32 Semester Units

Course Title	Length In Units	Maximum Time Frame
Level I: History of Alcohol and Mood Changing Drugs	5.5	8.25
Level II: Law and Ethics	5.5	8.25
Level III: Case Management, Intake and Assessment Process	5.5	8.25
Level IV: Individual Group and Family Counseling Techniques	5.5	8.25
Level V: Professional Development, Supervised Practicum	5.0	7.5
Level VI: Externship: Supervised Field Work	5.0	7.5
TOTAL	32.0	48.0

Pharmacy Technician 35 Semester Units

Course Title	Length In Units	Maximum Time Frame
Pharmacy Technician Level I	5.0	7.5
Pharmacy Technician Level II	5.0	7.5
Pharmacy Technician Level III	5.0	7.5
Pharmacy Technician Level IV	5.0	7.5
Pharmacy Technician Level V	5.0	7.5
Pharmacy Technician Level VI	5.0	7.5
Pharmacy Technician Level VII	5.0	7.5
TOTAL	35.0	52.5

Medical Office Assistant 32 Semester Units

Course Title	Length In Units	Maximum Time Frame
Level I: Medical Terminology, Anatomy & Physiology	5.0	7.5
Level II: Administrative Medical Assistant Profession	5.0	7.5
Level III: Interpersonal and Written Communications	5.0	7.5
Level IV: Financial Administration, Billing and Coding	5.0	7.5
Level V: Office Equipment, Computer Operations	4.0	6.0
Level VI: Patient Care Procedures	4.0	6.0
Level VII: Externship	4.0	6.0
TOTAL	32.0	48.0

Certified Mental Health Technician 30 Semester Units

Course Title	Length In Units	Maximum Time Frame
Level I Angel Management Essentials	4.5	6.75
Level II Career Counseling	4.5	6.75
Level III Career Counseling	4.5	6.75
Level IV Domestic Violence	4.5	6.75
Level V Work Environments and Pro-ACT Training	4.0	6.0
Level VI Personal and Professional Growth, CPR and First Aid	3.0	4.5
Level VII Externship	5.0	7.5
TOTAL	30.0	45.0

PROBATION, TERMINATION AND REINSTATEMENT:

Academic and Attendance Probation: Students with a grade point average of less than the minimum requirement of 2.0 are placed on Academic Probation. Students with less than 90% of the scheduled attendance are placed on Attendance Probation. Licensed Vocational Nurse students have more stringent satisfactory attendance requirements. The probation period is for thirty (30) days in which students are expected to improve to comply with the minimum requirements. Failure to make improvement and meet the minimum progress requirements by the next scheduled progress verification point will result in dismissal.

Termination: A student will be terminated, if at the end of a probationary period, the student has not corrected all progress deficiencies. A student may also be terminated for violation or noncompliance of school policy.

Reinstatement and Appeal Process: A student may request reinstatement by reapplying for enrollment. Reinstatement may be granted at the discretion of the School Director.

Re-admission

If a student withdraws from a program or is dismissed due to unsatisfactory attendance or academic standing, the student may apply for readmission by writing a letter requesting to be reinstated. The letter should explain improvements and strategies that will be taken to succeed as they relate to the reason for withdrawal. The Admissions Committee will review the request and will notify the applicant in writing of the decision. Readmission is not guaranteed and is granted at the discretion of the Committee based on behavior, aptitude, attitude, and likelihood for success in the desired field of study. The applicant will be notified of any required testing, remediation, vaccinations, or documentation prior to reinstatement. Tuition and fees will be based on the initial number of hours satisfactorily completed. If the applicant is readmitted, an interview with the Admissions Committee or Program Director may be scheduled, and a new Enrollment Agreement will be signed.

Appeals

Students may appeal decisions related to progression and readmission. Appeals should be submitted in writing to CNEI.

GRADING AND PROGRESS SYSTEM

The minimum passing score for **CNA, HHA, CHT, Medical Office, ADAC, and Pharmacy Tech.** programs is 70%. The minimum passing score the **LVN** program is 75%.

California Nurses Educational Institute utilizes the following grade value system in measuring academic progress:

LETTER GRADE	PERCENTAGE GRADE	GPA
A	96-100	4.0
A-	91-95	3.7
B+	88-90	3.3
B	85-87	3.0
B-	81-84	2.7
C+	76-80	2.3
C	70-75	2.0
F	<69.5	0

CONDUCT POLICY

California Nurses Educational Institute expects and requires all attending students to abide by the following rules:

- Treat other students, school personnel and guests with consideration and respect.
- No intent to damage of any type will be permitted.
- Smoking is not permitted within the school (see instructor for approved smoking areas).
- Eating and visitors are not permitted in any classroom area.
- At the direction of the School Director or Administrator, a student may be suspended or terminated for any of the following reasons:
 - Possession or use of illegal drugs.
 - Visible intoxication or drug induced state of behavior.
 - Possession of weapons on school premises
 - Behavior or actions that create a safety hazard or unfavorable learning environment.
 - Disrespectful or disobedient behavior to another student(s) or faculty member, or other determined infractions of conduct.

STUDENT RECORDS AND RIGHT OF PRIVACY

The Federal Right of Privacy Act enables all students to review their academic records, including grades, attendance, and counseling reports. The CNEI FERPA policy is more completely stated in the Consumer Information packet that is distributed to all students prior to enrollment. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. State law requires the school to maintain these records for a minimum of five years. In addition, transcripts are retained permanently. Students may request a review of their records by writing to the school registrar. All such reviews will be scheduled during regular school hours under appropriate supervision.

TUITION POLICIES AND SCHEDULE OF TOTAL CHARGES

Total tuition and fees for a program are due and payable upon starting classes for the specified term or enrollment period. The following methods of payments are accepted, Cash, Check, Credit Card, and Money Order. Arrangements will be made for students to make payments according to a schedule acceptable to the student and the school. The specific payment schedule will be clearly delineated on the individual student's enrollment agreement or an attachment thereto. The school will accept the standard payment schedule for a student receiving Federal Financial Aid if such student remains in good standing. Out-of-school students seriously delinquent and unresponsive to requests for payment may be turned over to an agency for collection.

PROGRAM	Registration	STRF Fees	Tuition	Books & Supplies	Total
Licensed Vocational Nurse	\$ 100	\$ 82.50	\$ 32,000.00	\$ 400.00	\$ 32,582.50
Clinical Healthcare Technician	\$ 100	\$ 40.00	\$ 15,400.00	\$ 0	\$ 15,540.00
Medical Office Assistant	\$ 100	\$ 37.50	\$ 14,400.00	\$ 0	\$ 14,537.50
Alcohol & Drug Addiction Counseling	\$ 100	\$ 37.50	\$ 14,400.00	\$ 0	\$ 14,537.50
Pharmacy Technician	\$ 100	\$ 40.00	\$ 15,400.00	\$ 0	\$ 15,540.00
Certified Mental Health Technician	\$ 100	\$ 40.00	\$ 15,400.00	\$ 0	\$ 15,540.00
Certified Nursing Assistant	\$ 100	\$ 7.50	\$ 2,620.00	\$ 80.00	\$ 2,807.50
Certified Home Health Aide	\$ 100	\$ 2.50	\$ 600.00	\$ 0	\$ 702.50

The tuition outlined in this fee schedule covers the entire period of enrollment. A fee of \$25 will be assessed for checks returned unpaid. A fee of \$50 will be assessed for each LVN clinical makeup class.

Opportunities and Requirements for Financial Aid

The school does not provide financial assistance to students. However, the school is approved by the Department of Education to participate in the Federal Student Aid-Title IV programs. Loans and grants are available to eligible students who are enrolled in eligible programs. Staff is available to assist students to determine eligibility. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If, after all tuition and fees are paid, there is a credit balance in the student's account, the student may be eligible for a refund. The school does not participate in state financial aid programs.

If you are eligible for a loan guaranteed by the federal or state government and you default on the loan, the following may occur:

The federal or state government or a loan guarantee agency may take action against you, including applying any income tax refund to which you are entitled to reduce the balance owed on the loan. Your wages may be garnished. You may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Reimbursement to Veterans and Eligible Persons for VA Benefits

The Department of Veteran's Affairs will pay the student directly. The amount and terms are determined by the Department of Veteran's Affairs. For information or for resolution of specific payment problems, the veteran should call their nationwide toll-free number at 1-888-442-4551.

Non-Discrimination Policy

Applicants will be considered for admission without regard to race, ethnicity, religion, gender, national origin, age, or veteran status. Disability will be considered only to the extent to which it may prevent applicants from gaining employment within their selected program area.

SCHOOL HOLIDAYS FOR 2022

California Nurses Educational Institute observes the following holidays during the school year:

Martin Luther King Jr. Day	January 17, 2022
Presidents Day	February 21, 2022
Memorial Day	May 30, 2022
4th of July	July 4, 2022
Labor Day	September 5, 2022
Thanksgiving Break	November 24-25, 2022
Christmas/New Year's	December 19, 2022, until January 2, 2023 Class resumes Tuesday January 3, 2023.

BUYER'S RIGHT TO CANCEL AND REFUND POLICY

The student has a right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later, by notifying the school. If the student's tuition is sponsored through outside sources or programs, the refund will be sent to the sponsoring agency. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. For self-paying students, the refund will be sent to the student. A request to cancel or withdraw from the school must be in writing to the Registrar.

Refunds for Students Who Withdraw On or Before the First Day of Class:

If tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the first day of classes, no more than \$100 of the tuition and fees may be retained by the institution.

Refund Calculation:

The institution follows 94919(c) of the State of California Code which states that the institution shall provide a pro rata refund of nonfederal student financial aid moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance. It is calculated as follows:

- (1) The number of days the student attended, or was scheduled to attend, prior to withdrawal divided by the number of days in the program.
- (2) Except as provided for in section three (3), all amounts paid by the student in excess of what is owed as calculated in section one (1) shall be refunded.
- (3) Except for the STRF assessment, a \$100 registration fee, and any unused books, supplies, or equipment returned within ten (10) business days of the withdrawal, all amounts that the student has paid shall be subject to refund. Books, supplies, or equipment, if unused and in original sealed packaging can be returned for credit of the amount charged by the institution.

Refunds due are made within 45 days of (1) of the last day of attendance or (2) from the date the institution terminates the student, or the student is determined withdrawn.

STUDENT SERVICES

Job Placement

While no job placement guarantees are made, the school offers job placement services to all graduate students. A student services job placement office is maintained under the direction of a designated employee of the school. The extent of placement services provided include assistance with resume preparation, mock interviews and interview readiness, and provision of job leads for openings in the area.

Student Advising

Student advising is made available to all students. Advising services begin with the admissions process. Students receive advice from the Admissions Advisor on the requirements, expectations, and the criteria for admission to the program of choice. Academic advice or counseling is available to students during the entire enrollment process. Tutorial sessions and reviews are scheduled regularly. Students experiencing challenges in meeting academic progress are advised by faculty and are provided with tutorial session schedules.

Licensing application process

Assistance with preparation and submission of the application for certification and licensing for qualified programs is provided to students.

Housing Assistance

The College does not provide nor assumes responsibility for student housing and does not maintain any dormitories facilities under its control. No housing assistance is provided through the college. According to City-Data.com, rental properties in the Palm Springs California area is approximately \$1,743 per month. More information can be obtained at <https://www.rentcafe.com/average-rent-market-trends/us/ca/palm-springs/>.

Legal Matters

Applicants with a misdemeanor and/or felony conviction may be eligible to take the national licensure exam NCLEX. However, they may be denied licensure by the Board of Vocational Nursing and Psychiatric Technicians. It is the responsibility of the applicant to contact the Board to determine eligibility to take the exam and licensure. The student is expected to self-disclose any issues regarding current or previous licensure issues.

Health Requirements

The applicant must be free from communicable disease, infections, psychological disorders, and other conditions that would prevent the successful performance of the responsibilities and tasks required in the education and training of a Vocational Nurse. Upon acceptance into the program, the student must satisfactorily pass a health examination by a licensed physician or nurse practitioner and have various laboratory tests and immunizations as needed to determine physical and mental fitness. If a student enrolled in the program has developed a condition that would prevent successful performance of his/her responsibilities and tasks, the Nursing Program Director may require the student to be examined by a licensed physician. If the licensed physician verifies the condition, then there is sufficient cause for suspension or expulsion from the program. Information on specific health requirements will be provided to the student upon admission to the program.

Student Tuition Recovery Fund (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all the following applies to you:

1. You are a student, in an educational program who is a California resident or are enrolled in a residency program, and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident or are not enrolled in a residency program, or

2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.”

“The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in programs who are California residents or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident, or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
4. There was a material failure to comply with Act or the Division within 30 days before the school closed or, if the decline began earlier than 30 days prior to closure, the period of decline determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.”

However, no claim can be paid to any student without a social security number or taxpayer identification number.

Bureau Disclosures

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to: Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

The school does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Licensed Vocational Nurse (LVN)

CIP Code: 51.3901

Program Objective

The Licensed Vocational Nurse (LVN) program is designed to provide students with the knowledge and technical skills to meet the State Licensing requirements and obtain gainful employment as a Licensed Vocational Nurse. Instruction is a competency-based approach with specific objectives focused on student success in passing the licensing examination through the California Board of Vocational Nursing and Psychiatric Technicians. Graduates receive a Certificate upon successful completion of the program requirements.

Program Description

1675 Clock Hours/65 Semester Units

The Licensed Vocational Nurse Program consists of 691 hours of theory study and 984 hours of laboratory and clinical training instruction. The clinical training takes place at clinical facilities under direct supervision of clinical instructor. Students must complete the entire 1675 hours of the course to graduate.

The program consists of eight levels. Each level is designed with focus on a concentration or specialty that builds a foundation of knowledge progressively as each level is completed leading to the preparation to successfully pass the NCLEX examination upon graduation. Attendance is considered full time.

Course Title	Clock Hours	Semester Units
Level I: Fundamentals of Nursing Care I	225	10.0
Level II: Fundamentals of Nursing Care II	225	8.5
Level III: Intermediate Medical Surgical Nursing Care I	225	8.5
Level IV: Mental Health Nursing and Care of Neurological Conditions	225	8.0
Level V: Intermediate Medical Surgical Nursing Care II	225	8.5
Level VI: Obstetrics and Pediatric Nursing	225	8.5
Level VII: Advance Nursing Care and Leadership Principles I	225	8.0
Level VIII: Advanced Nursing Care and Leadership Principles II	100	5.0

Books and Materials:

Foundations and Adult Health Nursing, 8th Ed (and Study Guide) by Cooper and Gosnell, Moby/Elsevier, 2018.
Davis Drug Guide for Nurses 17th Edition by Vallerand, Sanoski and Deglin, F.A. Davis, 2020.
The Language of Medicine 12th Edition by Davi-Ellen Chabner, Saunders, 2020.
Mosby's Diagnostic and Laboratory Test Reference 18th Edition by Pagana and Pagana; Mosby, 2020.
Introduction to Clinical Pharmacology 8th Edition by Marilyn Winterton Edmunds, Mosby, 2015.
Introduction to Maternity and Pediatric Nursing 8th Edition (and Study Guide) by Gloria Leifer, Elsevier, 2019.
The Human Body in Health and Illness 7th Edition (and Study Guide) by Barbara Herlihy, Saunders, 2021.
Lippincott NCLEX-PN Alternate-Format Questions 4th Edition by Diane L. Rupert, LWW, 2017.
Comprehensive Review for the NCLEX-PN Examination 8th Edition by Linda Anne Silvestri, Saunders, 2021.
HESI PN Case Study with Practice Test by HESI (Online Review Course), Elsevier, 2021.

Clinical Healthcare Technician

CIP Code: 51.0801

Program Objective

The Clinical Healthcare Technician program is designed to provide students with a well-balanced education through competency-based training that combines didactic instruction and the demonstration and performance of practical skills. Graduates will receive the technical knowledge and clinical skills to obtain employment in today's competitive healthcare industry by providing the theoretical knowledge and practical skills required for certification as Certified Nurse Assistant, Home Health Aide, Medical Assistant, Patient Care Technician. Graduates will gain the knowledge and experience to function in Long-Term Care, Home Health, Acute and Ambulatory Care settings. This comprehensive foundation of knowledge enhances the graduate's potential for employment and provides a foundation to excel within the health care industry. Upon successful completion of the program, graduate will receive a Diploma and meet CNA certification eligibility requirements, as well as Home Health Aide Certificate.

Program Description

800 Clock Hours/36 Semester Units

This course is designed based on the integration of Certified Nurse Assistant, Home Health Aide, Hospice Care, Medical Assistant, Acute and Ambulatory Care skills. The course addresses the clinical functions and certification requirements within each of these clinical areas and related job titles. The instruction is provided following a format consisting of four levels delivered in chronological order beginning with Level I. Upon completion of Level I, student will move on to complete the remainder levels. Upon successful completion of all levels, students will begin a clinical externship rotation at a facility approved and arranged by the school. The course length consists of 32 weeks for the day schedule and 47 weeks for the evening schedule. All externship rotations are scheduled during the day, therefore students enrolled in the evening schedule must make arrangements to be available during the day.

Course Title	Clock Hours	Semester Units
Level I: Long-Term Care & Hospice Care Long-Term Care, Certified Nurse Assistant (CNA) Home Health Aide, Hospice Care	160 (Includes 100 hours of clinical training) 40	5.0 2.5
Level II: Medical Assisting Administrative Anatomy & Physiology, Medical Terminology, Medical Records & Management Systems, Career Preparation.	220	12.5
Level III: Medical Assisting Back Office Anatomy & Physiology, Medical Assisting Procedures, Acute & Ambulatory Care settings.	220	12.5
Level IV: Clinical Externship	160	3.5

Books and Materials:

Nursing Assistant Care/Long-Term Care 4th Edition (with workbook), Hedman, Fuzy and Rymer, Hartman, 2017. *The Home Health Aide Handbook* 5th Edition, Fuzy, and Leahy; Hartman, 2019. *The Language of Medicine* 12th Edition by Davi-Ellen Chabner, Saunders, 2020. *Clinical Procedures for Medical Assistants* 10th Edition (with workbook), Kathy Bonewit-west, Saunders, 2017. *Certified Medical Assistant (CCMA)* study guide (and online practice test); National Healthcareer Association (NHA), 2021.

Medical Office Assistant (MOA)

CIP Code: 51.0710

Program Objective

The Medical Office Assistant program is designed to provide students with a well-balanced education through competency-based training that combines didactic instruction and the demonstration and performance of practical skills from a foundation of front office and basic back-office knowledge. Graduates will receive the technical knowledge and clinical skills to obtain entry-level employment in today's competitive healthcare industry by providing the theoretical knowledge and practical skills required for a successful career in a variety of healthcare office settings. This comprehensive foundation of knowledge enhances the graduate's potential for employment to excel within the health care industry. Upon successful completion of the program, graduates will receive a Diploma and be eligible for National Healthcare Association (NHA) certification.

Program Description

720 Clock Hours/32.0 Credits

This program is designed based on the integration of medical front office and basic back-office instruction to develop the skill sets to serve as a multi-functioning position in the healthcare facility. The program addresses the demands of industry for administrative responsibilities and overall patient care to manage and maintain a successful medical office. The instruction is provided following a format consisting of six levels delivered in classroom and skills lab setting and the seventh and final level consisting of a clinical real-life experience at a healthcare facility approved and arranged by the school. Students can start every five weeks in any of the six classroom levels. The course length consists of 36 weeks for the evening schedule. All clinical externships are scheduled during the day. Therefore, students enrolled in the evening schedule must plan to be available during the day for their clinical externship (180 hours to be completed within 6 weeks).

	Course Title	Clock Hours	Semester Units
Level I	Medical Terminology and Anatomy & Physiology	90	5.0
Level II	Administrative Medical Assistant Profession, Health Care Environment and Medico-Legal and Ethical Responsibilities	90	5.0
Level III	Interpersonal and Written Communications, Receptionist Role in the Medical Office	90	5.0
Level IV	Financial Administration, Billing and Coding Procedures, Office Management Procedures	90	5.0
Level V	Office Equipment, Computer Operations in the Medical Office, Electronic Records Management Systems, Patient Confidentiality-HIPAA Laws	90	4.0
Level VI	Patient Care Procedures: Sterilization and Disinfection, Vital Signs, Cardiopulmonary Resuscitation (CPR), Emergency Procedures, Preparing the examination room	90	4.0
Level VII	Externship	180	4.0

Books and Materials:

Administrative Medical Assisting 8th Edition (with workbook) by Linda L. French. *Medical Terminology for Health Professionals* 8th Edition by A. Ehrlich, C.L. Schroeder, L. Ehrlich, and K. Schroeder.

Alcohol & Drug Addiction Counseling (ADAC)

CIP Code: 51.1501

Program Objective

The objective of the program is to provide a foundation of knowledge that prepares graduates to enter the rewarding career in the field of Alcohol and Drug Counseling. Through a balanced educational process of didactic and practical instruction, students will achieve a level of skill that meets labor market expectations and demand. The program is offered through distance education and in-person traditional modes. The externship portion of the program must be attended in person.

Program Description

735 Hours/32 Semester Units

The ADAC program provides a well-balanced education based on didactic instruction, demonstration and performance of practical skills and an externship at a qualified treatment facility where the student can gain real-life experience. The 735-hour program will be completed in 38 weeks. It consists of 480 hours divided into five course levels of classroom and practical instruction. The sixth level consists of 255 hours of externship in a rehab and recovery facility. The program is designed to allow students to start classes at the beginning of any of the first five course levels. Classes may be offered during the day and evening schedules. However, most externships may be scheduled only during the day. Graduation of the program requires successful completion of all levels. Successful graduates receive a Diploma.

	Course Title	Clock Hours	Semester Units
Level I	History of Alcohol and Mood Changing Drugs	96	5.5
Level II	Law and Ethics	96	5.5
Level III	Case Management, Intake and Assessment Process	96	5.5
Level IV	Individual, Group and Family Counseling Techniques	96	5.5
Level V	Anger Management Techniques, Supervised Practicum, Personal/Professional Growth and Preventing Burnout.	96	5.0
Level VI	Externship: Supervised Field Work	255	5.0

Books and Materials:

Drugs and Society 14th Edition by Glen R. Hanson, Peter J. Venturelli and Annette E. Fleckenstein, Jones, and Bartlett Learning, 2020. *Counseling Ethics and Decision-Making* 4th Edition by R. Rocco Cottone and Vilia M. Tarvydas, Pearson, 2016. *The Addiction Treatment Planner* 5th Edition by Arthur E. Jongsma Jr., Wiley, 2014. *The Pocket Guide to the DSM-5 Diagnostic Exam* by Abraham M. Nussbaum, American Psychiatric Publishing, 2020. *Ethics for Addiction Professionals* 2nd Edition by Le Clair Bissell and James E. Royce, Hazelden, 1994. *Theory and Practice of Counseling and Psychotherapy* 10th Edition by Gerald Corey, Cengage, 2020.

Pharmacy Technician

CIP Code: 51.0805

Program Objective

This program is designed to prepare students for an entry-level pharmacy technician positions for both institutional and community pharmacy settings. A pharmacy technician, under the supervision of pharmacists, assist in the day-to-day operations to prepare and provide medications to patients and with related tasks in managing pharmacy clinical and business operations. Upon graduation, graduates are eligible to take the Pharmacy Technician Certification Examination.

Program Description

780 Hours/35 Semester Units

The Pharmacy Technician program is designed based on a well-balanced integration of theory and practical instruction in the fundamentals of pharmacy operations. The program consists of six course levels of classroom theory and laboratory instruction totaling 540 hours and externship consisting of 240 hours for a total of 780 hours. The instruction is design following a framework of theory and practical skills to meet eligibility requirements for certification examination upon graduation. The design of the program allows students to start at the beginning of level I through VI and complete all levels to be eligible for placement on an externship rotation. Graduates receive a certificate upon successful completion of all graduation requirements.

Course Title	Clock Hours	Semester Units
Pharmacy Technician Level I	90	5.0
Pharmacy Technician Level II	90	5.0
Pharmacy Technician Level III	90	5.0
Pharmacy Technician Level IV	90	5.0
Pharmacy Technician Level V	90	5.0
Pharmacy Technician Level VI	90	5.0
Pharmacy Technician Level VII: Externship	240	5.0

Books and Materials:

Pharmacy Technician Principles and Practice 5th Ed., Davis and Guerra, Elsevier 2019. *Pharmacy Technician Principles and Practice Workbook and Lab Manual 5th Ed.*, Davis and Guerra, El Sevier 2019. *PharmaSeer Online Training System*, National Healthcareer Association.

Certified Mental Health Technician (CMHT)

CIP Code: 51.1502

Program Objective

This program is designed to provide a foundation of knowledge that prepares graduates for entry into a career of mental health services as a Certified Mental Health Technician (CMHT). Through a balanced educational process of didactic and practical instruction, students will achieve a level of skill that meets labor market expectations and demand for entry-level employment to work in the field of mental health services. Under the supervision of psychiatrists, psychologists, nurses, and other mental health care professionals, Mental Health Technicians provide direct patient care services, assist in developing and implementing treatment plans, and perform related administrative functions. This CMHT program includes instruction in mental health theory, applied psychopathology, patient communication and management, crisis intervention, psychotropic medication, mental health treatment procedures, substance abuse, record-keeping, clinical administrative skills, and applicable standards and regulations.

Program Description

784 Hours/30 Semester Units

The CMHT program provides a well-balanced education based on didactic instruction, demonstration and performance of practical skills and an externship at a qualified treatment facility where the student can gain real-life experience. The 784-hour program will be completed in 38 weeks. It consists of 544 hours divided into six course levels of classroom and practical instruction. The seventh level consists of 240 hours of externship in a facility where students can apply learned concepts and complete clinical objectives. The program is designed to allow students to start classes at the beginning of any of the first five course levels. Classes may be offered during the day and evening schedules. However, most externships may be scheduled during the day, evening, or on the weekends. Graduation of the program requires successful completion of all levels. Successful graduates receive a Diploma and State recognized certifications in the respective subject areas.

	Course Title	Clock Hours	Semester Units
Level I	Anger Management Essentials	96	4.5
Level II	Breakthrough Parenting	96	4.5
Level III	Career Counseling	96	4.5
Level IV	Domestic Violence	96	4.5
Level V	Work Environments and Pro-ACT Training	96	4.0
Level VI	Personal and Professional Growth, CPR and First Aid	64	3.0
Level VII	Externship: Supervised Field Work	240	5.0

Books and Materials:

Drugs and Society 13th Edition by Glen R. Hanson, *Anger Management Essentials* by Anita Avendian, MS/LMFT, *Breakthrough Parenting* by Dr. Jayne Major, Ph.D., *Career Counseling 2nd Edition* by David Capuzzi and Mark Stauffer, *Handbook of Domestic Violence Intervention Strategies* by Albert Roberts, and *Violent No More* by Michael Paymar, MPA. CPR, First Aid Training Manual, American Heart Association.

Certified Nurses Assistant

CIP Code: 51.3902

Program Objective

To provide students with the foundation of knowledge and technical skills necessary for certification and to obtain entry-level employment as a Certified Nurse Assistant. The students receive a well-balanced, quality education designed to deliver both theory and practical skills required by the state agency for certification. Graduates receive a Certificate upon completion of all program requirements.

Program Description

160 Clock Hours/5 Semester Units

The Certified Nurses Assistant (CNA) program consists of 60 hours of theory and 100 hours of clinical training at a nursing affiliated clinical facility under the direct supervision of a licensed nurse approved by the Licensing and Certification (L&C) division of the California Department of Public Health (CDPH). Upon completion of the program, students will meet eligibility to take the California State approved CNA examination (for which CNEI is a recognized testing center). Once the student successfully passes the CNA state exam, the student can apply for employment as a Certified Nurse Assistant, and the State will issue a CNA Certificate number.

Course Content	Clock Hours
Level I: <ul style="list-style-type: none">• Roles & Responsibilities• Patient Rights• Interpersonal Skills• Prevention & Management Occurrences• Nutrition• Emergency Procedures• Death & Dying	14
Level II: <ul style="list-style-type: none">• Body Mechanics• Medical & Surgical Asepsis• Weights & Measures, Patient Care Procedures• Vital Signs• Patient Care Skill	29
Level III: <ul style="list-style-type: none">• Long Term Patient• Rehabilitation Nursing• Observation & Charting• Abuse	17
Clinical Externship	100

Books and Materials:

Nursing Assistant Care/Long-Term Care 4th Edition (with workbook) by Hedman, Fuzy and Rymer, Hartman, 2017.

Certified Home Health Aide

CIP Code: 51.2602

Program Objective

This 40-hour course will prepare students for certification as Home Health Aide caregivers. Students will be eligible to receive a Home Health Aide Certificate upon completion and qualify for entry-level positions upon graduation as Certified Home Health Aides. Graduates receive a Certificate upon successful completion of all course requirements.

Program Description

40 Clock Hours

This curriculum is designed as a 40-hour add-on course to follow a Certified Nurse Assistant curriculum that meets Federal and State regulations. The course provides both didactic and practical instruction. The clinical hours are provided at an assisted living/long-term care facility or home health agency. Students must complete the entire 40 hours of instruction and pass a clinical skills demonstration for successful completion.

Instruction is provided with emphasis on Caring, Ethics, Cultural Sensitivity, Team Building, Critical Thinking and Problem Solving. This Home Health Aide (HHA) course is approved by the Licensing and Certification (L&C) division of the California Department of Public Health (CDPH), thus making the students eligible for employment as home health aide workers at entry-level positions. After successfully completing the 40-hour course, the student will receive a Certificate of Course completion, and the State will issue an HHA Certificate number.

Course Content	Clock Hours
Level I: <ul style="list-style-type: none">• Didactic Instruction• Introduction to Aide & Agency Role• Interpretation of Medical and Social Needs of Clients• Personal Care Services• Nutrition; Cleaning & Care Tasks in the Home	20
Level II: Clinical Externship	20

Books and Materials:

The Home Health Aide Handbook 5th Edition by Fuzy and Leahy; Hartman, 2019.

STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Students experiencing problems with the school or its employees, or who have concerns or complaints of any kind, are encouraged to bring them to the attention of their instructor. If within reasonable time the concern or complaint is not resolved to the student's satisfaction, the matter should be brought to the attention of the School Director. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free, or by completing a complaint form which can be obtained on the bureau's web site at www.bppe.ca.gov. Unresolved complaints may also be directed to:



Council on Occupational Education (COE)

7840 Roswell Road, Bldg. 300, Suite 325
Atlanta, GA 30350
(800) 917-2081

Internet Address: www.council.org



Board of Licensed Vocational Nursing & Psychiatric Technicians

2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833
(916) 263-7800

Internet Address: www.bvnpt.ca.gov



1747 North Market Blvd., Suite 225
Sacramento, CA 95834
(888) 370-7589
[www. bppe.ca.gov](http://www.bppe.ca.gov)

FACULTY

Shawn P. Gentry, RN, MSN
MSN- Capella University, Minneapolis, MN
LVN Program Assistant Director

Edwina Dirk, RN
RN – New England Baptist School of Nursing
LVN Instructor, CNA and HHA Program Director

Helen Alexander, RN
Ca. State University, Los Angeles
LVN Instructor

Carol Jean Payne
AS, RN San Bernardino Valley College
San Bernardino, CA
LVN Program Instructor

Brian E. May RN, MSN
MSN-Grand Canyon University, Phoenix, AZ
LVN Program Instructor

Catherine Warren, LVN
LVN – Lynwood Vocational Nursing School
LVN, CHT, CNA Program Instructor

Joanne Miller, VN, MBA
Desert Career College, Palm Springs
University of Phoenix
LVN Instructor

Enrique Gonzalez, RN BSN RAC-CT
Galen College of Nursing
LVN Program Instructor

Mitzy M. Hernández, RN, MSN
Grand Canyon University, Phoenix AZ
LVN Instructor

Jeffrey Reinhold, LVN
California Nurses Educational Institute
CNA Program Instructor

Jeremy Randall, BA
University of Cal. San Diego
ADAC Program Director/Instructor

Christopher Tannahill
ADAC Program- Lead Instructor

Tracy A. Hefner, LVN
VN-Copper Mountain College-Joshua Tree, CA
CNA Program Instructor

Rosaline Martinez-Culpepper, RN, DPH
Public Health, Walden University
Columbia, ND
LVN Program Instructor

Brenda Ramos, Certified Pharmacy Technician
Pharmacy Technician Instructor

Leticia Arriaga, LVN
Santa Barbara Business College, Rancho Mirage, CA
CNA Program Instructor

Francisco R. Santana, Medical Assistant
Skadron College, San Bernardino, CA
Medical Office Assistant Program Instructor