



## **Phoenix Healthcare Institute, LLC State Tested Nurse Assistant Agreement Student/Instructor Contract Form**

### **Payment Policy:**

Each student will pay a minimum deposit of **\$250** no later than two business days before class start and the remaining balance of tuition is due no later than the second Monday of the two week course and the third Monday of the four week course. If the balance of the tuition is **not paid** when due, there will be a **\$10 per day late fee assessed**. I also understand that the balance must be paid in full no later than second Wednesday of the two week course and the third Wednesday of the four week course. If the balance of the tuition is not paid in full you will be dismissed from the STNA program.

### **Student Documentation Policy:**

Student forms are due by the first **Friday** of class for day students. Student forms are due by the second Thursday for evening students. Students will turn in their Physical, Two Step TB, and City and County Background checks.

If documents are not received by the deadline of class, student will forfeit the current scheduled clinical experience. The makeup clinical experience will occur during the following class session room permitting and will cost **\$75**. The **\$75** late fee **must** be paid by last day of the current class.

### **Attendance Policy:**

It is the student responsibility to come to class on time every day; this includes returning from breaks and lunch on time. One absence within first week of class will result in failure of the Training Program. Three times being late (more than 10 minutes) will result in failure/dismissal from the program. Any time missed after first week must be made up during the following class at the cost of **\$ 75.00** make up. **NO REFUNDS GIVEN**. If illness or accident prevents attendance you must contact Phoenix Healthcare Institute at least 1 hour before class.

## **Transfer Policy:**

If you need to transfer from class, please let Phoenix Healthcare know at least two business days in advance so we can fill your space. All transfer requests after the start of class must be received in writing. If for any reason a Phoenix Student start a class and decides that he or she wants to transfer after the class start date will be charged a **\$100** transfer fee. If you drop the course for any reason, you understand that you can only enroll in the upcoming class if space is available. Fees should be paid in full to transfer to subsequent class. Students have only thirty days to enroll in the next session.

## **Refund Policy:**

**Deposits are non-refundable.** If for any reason a Phoenix Student start a class and decides that he or she wants to transfer after the class start date will be charged a **\$100** transfer fee. If you begin a class & drop out, no money will be refunded to you. Students who have paid a non-refundable deposit for tuition may be subject to an additional **\$100** cancellation fee, if Cancellations are not received by our offices at least 48 business hours before the start of the class for which they are enrolled.

Cancellations must be received in writing by e-mail at, (phxhealthcare@att.net Subject Area: Cancellation or Transfer), Phoenix fax (216-486-2900 ATTN: Administrator) or by U.S. mail (Phoenix Healthcare Institute, 25000 Euclid Ave., Suite 300, Euclid, OH 44117 ATTN: Administrator.) No refunds will be made for requests received after that time. Refunds may be issued in the same form payment was made. Please allow one week for processing. Registrants who cancel **must return** all materials books and folders.

## **Class Hours/ Clinical Hours:**

Phoenix East Morning Class is Monday through Friday, 8:30am to 3:00pm x 12 days.  
Phoenix West Morning Class is Monday through Friday, 9:00am to 3:30pm x 12 days.  
Phoenix East and West evening Class are Monday through Thursday 5:00pm to 9:00pm  
\*½ hour lunch and 15 minute breaks are included in the program.  
Clinical hours are 7:00am – 3:00pm or 3:30 – 11:30pm.

## **Student Uniform Policy:**

All uniforms include Phoenix issued red scrub top and bottom. Each student will pay the **\$20** or **\$30** uniform fee by the first Monday of the course. If the uniform fee is not paid when due, you will not be allowed to attend clinical.

## **Student Classroom Policy:**

Student shall participate in classroom activities and discussions. Complete reading and written homework assignments daily. Conduct themselves in a professional manner at all times. Wear appropriate, comfortable clothing to class. No skin showing, business casual attire. Blue jeans are permitted. Students shall attend class on a regular basis and be in class on time. Students shall follow directives, directions, and procedures at all times. Be prepared for class.

Take notes, read assignments and study daily. Ask questions and seek help when needed. Participate in class. Students will not text, talk or use any electronic devices during class or clinical time. These devices may be used during breaks only. If caught using the electronic devices during class or clinical time, the device will be taken and returned at the end of that class day. Student understands that it is their responsibility to perform/demonstrate all skills daily as they are taught. Student will practice the skills at home daily as they are taught.

## **Clinical Policy:**

Phoenix Healthcare Institute students must wear their Phoenix issued red scrub top and bottom. Shoes must be 100% white clean and tied at all times. Shoes must cover the entire foot. Tennis shoes or nursing type shoes are appropriate. You may not wear heels, boots or sandals. No visible under garments. No sagging of clothing at anytime. Watch with second hand, pen and paper. Fingernails will be kept at a moderate length and clean at all times.

Jewelry will be kept to a minimum during class and clinical experience. No necklaces will be worn during the clinical experience. Earrings must be tasteful. No hoop or dangling earrings may be worn during the clinical experience. **No showing Body Piercings (including tongue rings) or tattoos during clinical experience. Natural hair colors only.** All clinical skills **must** be passed with 100% accuracy. All information learned of residents shall remain confidential.

## **Textbook Policy:**

Phoenix furnishes textbooks to all students on a lease basis. The textbook is leased in order to keep the cost of the program down. Each student must make it a point to keep their book with them at all times. Replacement for lost or stolen textbook is **\$35**. Textbooks are to be returned in good condition. Failure to do so will result in not receiving your certificate.

## **State Exam Policy:**

Students will arrive 15-20 minutes prior to the scheduled exam time. Student must wear clinical attire including scrubs, shoes and hair pulled back is now required for testing. If you are not in clinical attire you will be considered a no show and must re-submit a new application and repay the **\$100** test fee. Bring a valid government issued photo ID and two number 2 pencils to the state exam. Students will notify Phoenix Healthcare Institute, if you do not receive a post card from D&S Diversified Technologies verifying my state exam five days prior to my test. The total cost for the state test is **\$100**. There are 2 parts to the state test: written & skills. The written test cost \$24 and the skills test \$ 76.

**The \$100.00 State Exam fee is not included in your tuition. The last day of class is the deadline to pay for your State Exam if you want to test in 10 days after you complete the program.**

## **Profanity Policy:**

Students shall refrain from using any form of profanity (verbal or written) at all times. Students will be pulled aside and spoken to if improper language is an ongoing problem. (re: poor language) student will be asked to leave the class. In such cases Phoenix Healthcare Institute will not refund any deposit made.

## **Sexual Harassment Policy:**

The unwelcome sexual advances, request for sexual favors, and any other verbal or physical conduct of a sexual nature by a student to another student or by a student to a staff member will not be tolerated.

## **Weapons Policy:**

A student shall not knowingly, intentionally, or recklessly go onto school premises with a firearm, explosives, knife, or any other weapon (real or fake) without written authorization by an administrator. Violators are subject to required withdrawal and may be referred to the appropriate law enforcement authority.

## **Computer and Internet Use Policy:**

Use of the Internet and computers requires efficient, ethical, and legal use of network resources. If a student violates any of these guidelines, their eligibility for using the computer will be terminated and future access to the Internet and computers will be denied. Violation of these guidelines may also result in disciplinary action.

**I understand if I do not meet any of the above guidelines, I can be dismissed from the STNA training program and NO REFUND will be given.**

## **Primary Instructor:**

Will begin and end class on time.

Will provide teaching materials and clinical experiences that will aid each student in becoming an effective nursing assistant.

Will create and maintain a positive learning environment.

Instructors will maintain appropriate records of each student's learning experience.

Instructors will assist and support each student's career development.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
Print Name: \_\_\_\_\_ Program Coordinator's Signature: \_\_\_\_\_  
Textbook Number: \_\_\_\_\_ Book Condition Excellent \_\_\_ Good \_\_\_ Fair \_\_\_  
Date Textbook Returned: \_\_\_ Date Uniform Fee Paid: \_\_\_\_\_  
Deposit \_\_\_\_\_ Tuition Balance \_\_\_\_\_ Due Date: \_\_\_\_\_  
State Exam Due Date: \_\_\_\_\_

## **Grievance Policy:**

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

## **Discrimination Policy:**

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