

School Catalog

Accord Healthcare Institute

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ACCORD INSTITUTE
Education from the Heart

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ABOUT ACCORD HEALTHCARE INSTITUTE

Mission

To embed excellence, perseverance, lifelong learning, and a caring philosophy in AHI students.

Objectives

- Give students a solid academic foundation and multiple vocational skill sets to make them successful in today's demanding work place.
- Offer the best learning experience, giving each student knowledge to thrive in their field of study.

Programs Offered

• Certified Nursing Assistant	120 clock hours	6-8 weeks
• Electrocardiogram Technician	80 clock hours	5 weeks
• Phlebotomy Technician	200 clock hours	13 weeks
• Patient Care Technician	520 clock hours	26 weeks

Institution Ownership & Management

Owner, School Director, Patient Care Technician Program Director

- Juan Jose Lopez, R.N., B.S.N., MSN

Director of Operations, Administrator

- Daniela Bulmini, MHCA

Electrocardiogram Technician Program Director & Phlebotomy Technician Program Director

- Guillermo Lopez, NCPT, NCET, NCMA, RMA, CNA

Description of Educational Delivery System

Instruction is delivered in-person in a lecture or laboratory setting; there is distance-learning component of instruction for selected programs, in effort to reduce contact hours and or if student is sick or exposed to covid and or other transmissible diseases. Examination of skills/knowledge is only done on site and in-person. Clinical Externship hours occur off-site at locations arranged by AHI. Some sites are requiring Covid-19 first dose vaccination, and some may required 1 to 2 boosters.

PROGRAMS

Certified/License Nursing Assistant

Required Courses

Being older than 16 years old and not having criminal background check. Passing an entrance exam of 7th grade of English and Math

Credential Granted: Certificate of Completion, Program Length: 6-8 weeks, Clock Hours: 120

Occupational Objective

The Nursing Assistant graduate can test with Arizona Board of Nursing and obtain either a CNA-Certified Nursing Assistant or LNA-License Nursing Assistant if they apply for the higher background check. This Certification or License would allow the graduate to obtain a job in hospitals, long-term care facilities, home health agencies and any other position that may require the certification or license.

Required Courses

CNA/LNA – Lecture	40 clock hours
CNA/LNA – Laboratory	40 clock hours
CNA/LNA – Clinical	40 clock hours
Total	120 clock hours

Electrocardiogram Technician

Required Courses

To have or be working on a medical career, ECG Tech is meant to be a specialty or cross training program

Credential Granted: Certificate of Completion, Program Length: 5 weeks, Clock Hours: 80

Occupational Objective

The Electrocardiogram Technician graduate should be able to obtain ECG Technician certification by the National Center for Competency Testing (NCCT) and acquire an entry-level position in the allied health field as an as an Electrocardiogram (EKG/ECG) Technician.

Required Courses

<u>EKG-101 – Electrocardiography</u>	80 clock hours
Total	80 clock hours

Phlebotomy Technician

Credential Granted: Certificate of Completion, Program Length: 13 weeks, Clock Hours: 280

Occupational Objective

The Phlebotomy Technician graduate should be able to obtain Phlebotomy Technician certification by the National Center for Competency Testing (NCCT) and acquire an entry-level position in the allied health field as an as a Phlebotomy Technician.

Required Courses

PHL-101 – Phlebotomy Part One	80 clock hours
PHL-102 – Phlebotomy Part Two	80 clock hours
<u>EXT-102 – Phlebotomy Simulation</u>	<u>40 clock hours</u>
Total	280 clock hours

Patient Care Technician

Credential Granted: Certificate of Completion, Program Length: 26 weeks, Clock Hours: 520

Occupational Objective

The Patient Care Technician graduate should be able to obtain Patient Care Technician certification by the National Center for Competency Testing (NCCT) and acquire an entry-level position in the allied health field as an as a Patient Care Technician.

Program Prerequisites

Applicants must provide proof of the following in order to be granted admission to the program:

1. Licensure in good standing as an Arizona Certified Nursing Assistant
2. Certification as an Electrocardiogram Technician
3. Certification as a Phlebotomy Technician

Refer to the Admission Requirements for more information.

Required Courses

MT-101 – Medical Terminology	80 clock hours
HCF-101 – Healthcare Fundamentals	80 clock hours
PCT-101 – Patient Care Technician Part One	80 clock hours
PCT-102 – Patient Care Technician Part Two	80 clock hours
PCA-101 – Introduction to Pharmacology	80 clock hours
<u>EXT-110 – Clinical Externship</u>	<u>120 clock hours</u>
Total	520 clock hours

Course Descriptions

CNA/LNA-Certified/License Nursing Assistant

Classroom Hours: 40, Lab Hours: 40, Clinical Hours: 40

Students will learn medical terminology, abbreviations related to anatomy and physiology of all 12 systems of the body. For each system, students will learn and discuss the concepts of medical terminology, including prefixes, suffixes and word roots, abbreviations, symbols, vocabulary, pathology, diagnostic and therapeutic procedures.

Prerequisites: Acceptance to the program.

MTM-101 - Medical Terminology

Classroom Hours: 80, Lab/Independent Study Hours: 0, Externship Hours: 0

Students will learn medical terminology, abbreviations related to anatomy and physiology of all 12 systems of the body. For each system, students will learn and discuss the concepts of medical terminology, including prefixes, suffixes and word roots, abbreviations, symbols, vocabulary, pathology, diagnostic and therapeutic procedures.

Prerequisites: Acceptance to the program.

HCF-101 - Healthcare Fundamentals

Classroom Hours: 40, Lab/Independent Study Hours: 40, Externship Hours: 0

Students will learn about Electronic Health Records, the Health Insurance Portability and Accountability Act (HIPAA), the Occupational Safety and Health Administration (OSHA), as well as computer basics for healthcare professionals, such web browsers, Microsoft Word, Excel and PowerPoint. This class will also include curriculum on First aid, Cardiopulmonary Resuscitation (CPR) and Blood Borne Pathogens, following the guidelines of the National Safety Council and American Heart Association (as applicable).

Prerequisites: Acceptance to the program.

EKG-101 - Electrocardiography

Classroom/Lab Hours: 10, Independent Study Hours: 70

The course will cover the anatomy of the heart, heart rhythms identification, causes for and treatments of different rhythms, and patient signs and symptoms associated with these rhythms. Students will perform ECG and other cardiovascular tests as well as pulmonary test.

Prerequisites: None

PHL-101 - Phlebotomy Part One

Classroom Hours: 40, Lab/Independent Study Hours: 40

Students will learn basic skills and concepts in the field of phlebotomy, including venipuncture and capillary blood draws and CLIA Waived Tests. Proper collection, handling and transportation of specimens, use of equipment for laboratory testing, and personal protective equipment will be major focus areas of the course. Special training provided will include OSHA, CLIA, HIPAA, and

Blood-Borne Pathogens. The course will also emphasize expectations for professionalism as a phlebotomist, such as dress code, proper behavior and attitude.

Prerequisites: None

PHL-102 - Phlebotomy Part Two

Classroom Hours: 40, Lab/Independent Study Hours: 40

Building on what students learned in Phlebotomy Part One, this course covers special phlebotomy procedures such as blood cultures and microscope slide preparation. Major course focus areas include blood specimen handling with proper transportation and specimen rejection, in-depth quality control, NCLSI standards, and professionalism. Students will also be instructed on additional CLIA Waived Tests and non-blood specimen collection and testing, such as saliva drug test and urinalysis.

Prerequisites: None

PCT-101 - Patient Care Technician Part One

Classroom Hours: 40, Lab/Independent Study Hours: 40, Externship Hours: 0

Students will learn theory and practice of basic nursing skills to be prepared to work in different healthcare environments, including home healthcare, hospitals, long-term facilities, or medical offices. Course will cover gross anatomy and associated pathologies for the cardiovascular, respiratory, integumentary and nervous systems, and teach specific clinical skills related to each body system or organs affected.

Prerequisites: MT-101, HCF-101

PCT-102 - Patient Care Technician Part Two

Classroom Hours: 40, Lab/Independent Study Hours: 40, Externship Hours: 0

Students will learn theory and practice of basic nursing skills to be prepared to work in different healthcare environments, including home healthcare, hospitals, long-term facilities, or medical offices. Course will cover gross anatomy and associated pathologies for the gastrointestinal, musculoskeletal, renal/urinary and endocrine systems, and teach specific clinical skills related to each body system or organs affected. Additionally, students will learn concepts and skills related to nutrition and acute emergency interventions.

Prerequisites: MT-101, HCF-101

PCA-101 - Introduction to Pharmacology

Classroom Hours: 40, Lab/Independent Study Hours: 40, Externship Hours: 0

This course will provide students with the necessary skills and concepts involving the pharmaceutical principles, including: mathematics of drugs, drug dosage in standardized units, drug dosage for children, principles of pharmacology, legal standards for drugs, administration of medication, drug classifications and special situations in pharmacology.

Prerequisites: MT-101, HCF-101

EXT-110 – Clinical Externship

Classroom Hours: 0, Lab/Independent Study Hours: 0, Externship Hours: 120

Students will gain real-world experience in the day-to-day duties and challenges of a PCT professional as they the refine skills and techniques learned throughout their program. Duties may include tube feeding, giving enemas, maintaining sterility, caring for wounds, caring for catheters, providing comfort measures and educating patients. Students are expected to exhibit professionalism in dress, behavior and attitude throughout the Clinical Externship experience.

Students must complete their Clinical Externship hours within 6 months of their last day of classroom instruction.

Prerequisites: PCT 101, PCT 102, PHA 10

EXT-112 – Phlebotomy Simulation

Classroom Hours: 8, Lab/Independent Study Hours: 8, Externship Hours: 24

The purpose of Simulation is to go to a clinical/laboratory site and experience the many roles of a Phlebotomy Technician the day-to-day duties and challenges of a PHL Technician. They will be task on laboratory duties such venipuncture and processing of lab specimen. Student may get other type of training. We also will include job readiness and prepare the students for a national exam.

Prerequisites: PHL-101, PHL-102

Tools, Equipment and Technology Requirements

Tools and equipment required to teach AHI courses are provided by the school and are available for student use in the relevant classrooms and laboratories.

Books required for each program are included with the cost of tuition and provided to students on the first day of the applicable class. Training supplies necessary to learn the subject matter and skills are provided by AHI, and will be made available to students at the appropriate time for training.

Requirements for Graduation

- Pass all required courses with cumulative grade of at least 70%.
- Attend a minimum of 75% of the total hours for each course.
- Patient Care Technician students must complete 120 Clinical Externship hours within 6 months of the final classroom session.
- Fulfill all financial obligations to AHI.

Certify/License Nursing Assistant Program

- Pass Theory Final Exam with cumulative grade of at least 75% and Skills/Practical exam with a grade of at least 80%.
- Complete a minimum of 120 hours for CNA/LNA course.

Requirements for Graduates to Practice

No license or certification is required to practice as an Electrocardiogram Technician, Phlebotomy Technician or Patient Care Technician in the state of Arizona. However, it is advised that students voluntarily become certified through a certification program that has been accredited by the National Commission for Certifying Agencies (NCAA), as certification greatly increases an individual's employment opportunities and salary potential. The NCAA-accredited certifying program used by AHI is the National Center for Competency Testing (NCCT).

AHI is an approved NCCT testing site, which means that students will be able to culminate their coursework by taking the appropriate NCCT certifying exam at AHI. For more information, refer to <https://www.ncctinc.com/Certifications/ECG.aspx> (for Electrocardiogram Technician), <https://www.ncctinc.com/Certifications/PT.aspx> (for Phlebotomy Technician), or <https://www.ncctinc.com/Certifications/PCT.aspx> (for Patient Care Technician).

Other states may require state licensure and/or national certification to practice as an Electrocardiogram Technician, Phlebotomy Technician or Patient Care Technician. It is each student's responsibility to research and understand requirements to practice in the state in which they wish to work prior to enrolling in the program.

Certified/License Nursing Assistant is acquired by testing with the Arizona Board of Nursing. After completing the CNA/LNA program at Accord Healthcare Institute and paying all obligations a student can sit on the state test. The student must pass both skills and writing examinations administered by a representative of the board of nursing. After obtaining a passing score in both sections a student may place an application on the AZBN website. The requirements for LNA are identical to the current requirements for CNA with one additional requirement: the payment of fees for licensure.

In the state of Arizona, it is illegal to practice as a CNA/LNA without having the title provided by the AZBN. Having only completed the program for CNA/LNA and not acquiring a CNA/LNA titles from the board of nursing only grants NA-Nursing Assistant certification. For more information you refer to <https://www.azbn.gov/licenses-and-certifications/apply-for-a-license>

Graduate Employment Opportunities

- Hospitals
- Long Term Care Facilities
- Laboratories
- Urgent Care Facilities
- Medical Clinics
- Rehabilitation Centers

Accord Healthcare Institute does not guarantee job placement.

APPLICATION, ADMISSION & ENROLLMENT

Admission Requirements

All Applicants Must:

1. Be at least 18 years of age
2. CNA/LNA program minimum age is 16 years old
3. Provide a copy of their High School Diploma or GED
4. Be able to read, write, speak and understand English;
 - Students whose high school diploma is from a non-English speaking country will have to demonstrate English proficiency by taking a placement test
5. CNA/LNA program does not need a high school diploma or GED. But must pass an entrance exam.
6. Provide evidence of a negative TB test (performed within 12 months of the application) or chest x-ray with a negative result (performed within 2 years of the application).
7. Complete an in-person interview and tour with AHI faculty or staff.
8. Complete an Invasive Procedures Consent Form.
9. Complete paperwork to submit to a drug screen or provide proof of a passing drug screen administered within the previous 6 months.*
 - Students who do not pass the drug screen may be dismissed from the program.
10. Complete paperwork to submit to a criminal background check.*
 - Students who do not pass the background check will be dismissed from their program.

*Students should be aware that many employers require a drug test and/or criminal background check as part of their employment process, and job applicants who fail these requirements will not be employed.

In addition, Patient Care Technician Applicants Must:

11. Provide proof of licensure in good standing as an Arizona Certified Nursing Assistant
12. Provide proof of certification as an Electrocardiogram Technician
13. Provide proof of certification as a Phlebotomy Technician

No person shall be excluded from participation, denied any benefits, or subjected to any form of discrimination based on sex, race, age, creed, religion, national origin or physical disability.

Enrollment

Prospective students may enroll anytime. Late enrollments will be accepted on a case-by-case basis and may require extended study hours/days.

Re-Enrollment Into A Previously Begun Program

A student may re-enroll into a previously begun program after a period of non-attendance of up to six months. The student will be required to submit a new enrollment application in order to restart the program, and he or she may have to fulfill additional admission requirements, if there are any that were not in place at the time of their previous enrollment (e.g. taking additional courses, obtaining a license or certification, etc.). Courses successfully completed within the five year time limit will not have to be repeated, and tuition will be adjusted for completed courses on a pro rata basis. The enrollment fee will be waived, but other program fees, such as the lab fee or any testing fees, will be charged.

TUITION & PAYMENT INFORMATION

Tuition & Fees

<u>Program</u>	<u>Registration Fee</u>	<u>AZBN Test</u>	<u>Tuition</u>	<u>Other Fees</u>	<u>Total Possible Cost</u>
<u>CNA/LNA Nursing Assistant</u>	<u>\$200</u>	<u>\$150</u>	<u>\$1200</u>	<u>\$530</u>	<u>\$2,280</u>
<u>Program</u>	<u>Registration Fee</u>	<u>NCCT Exam</u>	<u>Tuition</u>	<u>Other Fees</u>	<u>Total Possible Cost</u>
Electrocardiogram Technician	\$200	\$170	\$920	\$350	\$1,465
Phlebotomy Technician	\$200	\$170	\$2,000	\$667	\$3,037
Patient Care Technician	\$200	\$170	\$5,520	\$567	\$6,457

*Students may arrange for a TB test, drug screen, or to purchase scrubs and supplies separately from AHI, in which case, the applicable fees will not be charged. Cost of scrubs is estimated.

Payment Options

All students may pay the total charges for their program by cash, check or credit card. Alternatively, all students have the option to pay for their program on a payment plan, as outlined below.

AHI does not offer tuition reductions, tuition discounts, scholarships, state or federal financial aid programs or other student loans.

Payment Plans

All students have the option to select a payment plan to pay for their tuition and lab fees. Any other required fees, such as for the drug screen, TB test, or NCCT exam, must be paid either at the time that the service is provided or at sign up for the test or as required by that specific service.

Payment Plan payments may be made by cash, check or credit card. A \$25 late fee will be assessed for any payment 15 or more days overdue. Plans must be paid in full by the end of the program in order for the student to graduate from AHI.

Option A: Pay the total amount of tuition and lab fees owed by the first day of class.

Option B: Make 4 payments of 25% of the total tuition and lab fees owed, due by the afternoon of the first 4 Fridays of the program.

Option C: Make 2 payments of 50% of the total tuition and lab fees owed, due by the afternoon of the first and third Friday of the program.

CANCELLATION AND REFUND POLICY

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus the \$200 registration fee.

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - A. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
 - B. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
 - C. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
 - D. All refunds will be issued within 30 days of the determination of the withdrawal date.
2. Tuition charges/refunds:
 - A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition, less the \$200 registration fee.

- B. After the commencement of classes, the tuition refund amount, less the \$200 registration fee, shall be determined as follows:

% of the clock hours attempted:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Books and fees: Books are refundable only if returned in new, unused condition. The cost of books not in returnable condition will be deducted from tuition amount prior to performing refund calculations. Lab fees are fully refundable for the first five school days of the program, after which time they are nonrefundable. Drug screen fees, TB test fees and any other applicable vaccination fees are nonrefundable once the screen/test has been performed. NCCT exam fees are nonrefundable once the student has taken the exam.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

STUDENT SERVICES

- Free WiFi
- Free tutoring (upon arrangement with instructor)
- Free student parking on-site
- Employment Services, including:
 - Resume building assistance
 - Interview training and mock interviews
 - Training in appropriate work dress, grooming, and conduct
 - Job referrals and job opening advertisements
 - Job fairs offered throughout the year

AHI also serves as an approved National Center of Competency Testing for Patient Care Technician graduates.

SCHOOL POLICIES

Attendance

Students are required to attend a minimum of 75% of the total hours for each course in order to graduate. If a student must be absent, he/she should inform AHI via phone no later than 30 minutes prior to class. Students who miss more than 25% of the hours for any course will be dropped from the course and will have to retake it when it is offered again.

AHI's attendance policy approximates the expectations found in a work situation. It is essential that each student learn the discipline of regular and prompt attendance as well as the skills involved in the work place. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of AHI consider each moment in class imperative for success.

CNA/LNA student must complete 120 hours minimum.

Clinical Externship

Patient Care Technician students can complete their clinical externship in as few as 3 weeks, but have up to 12 months following their last classroom session to complete all required hours. This flexibility is intended to make it convenient for students to schedule this training component into their busy lives. Failure to complete all required hours within the 12 month time frame will result in the student's administrative withdrawal from the program. Students must submit a completed and signed Time Sheet to AHI in person or via fax every Monday following a shift week. Students must call and notify the school and the externship site if they will be absent or late. The time to complete was extended because of Covid-19 and other problems we as an institution have witness with sites and students.

Clinical Simulation

Phlebotomy Technician students can complete their clinical simulation in as few as 3 weeks, but have up to 12 months following their last classroom session to complete all required hours. This flexibility is intended to make it convenient for students to schedule this training component into their busy lives. Failure to complete all required hours within the 12 month time frame will result in the student's administrative withdrawal from the program. Students must submit a completed and signed Time Sheet to AHI in person or via fax every Monday following a shift week. Students must call and notify the school and the externship site if they will be absent or late. The time to complete was extended because of Covid-19 and other problems we as an institution have witness with sites and students.

Clinical Externship Absences, Tardiness and Make-Up Hours

- Students are expected to arrive for externship shifts no later than fifteen (15) minutes prior to the assigned shift, and have with them any required or appropriate materials.
- Students who find that they must miss any portion of an externship shift must do the following

prior to the time missed:

- Notify AHI of the anticipated absence via phone (602-714-3439) or email (contact@accordhealthcareinstitute.com)
 - Notification must include the date, time, and reason for the absence.
- Notify their supervisor at the externship site via the supervisor's preferred method of communication.
- All missed externship time **MUST** be made up. Students should consult with their Program Director to schedule make-up hours.

Clinical Externship Conduct Policy

Students are expected to treat their Clinical Externship like it is a job in order to gain the most from the experience and to demonstrate respect for the time and assistance of the externship site and staff. As such, students may face disciplinary action up to and including dismissal for any of the following:

- Unprofessional conduct, dress or behavior
- Frequent tardiness
- Missing a shift without informing the school and site in advance (“no show / no call”)
- Frequent absences (with or without informing the school and site in advance)
- Failure to submit or falsification of Time Sheets or Clinical Evaluation Forms
- Any violation of policies of Accord Healthcare Institute or the externship site

Conduct

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property.

Students may be dismissed from the school for any of the following violations:

- Conduct that is unprofessional, disruptive, dangerous, or otherwise inappropriate, including profanity and treating fellow students or instructors in a disrespectful manner
- Repeatedly bringing food, drink, gum, or ringing cell phones into the classroom or laboratory
- Failure to follow safety and infection control procedures while on campus
- Unsatisfactory academic progress
- Excessive absences or tardiness
- Failure to pay fees when due and/or to make available required documents
- Cheating on tests or exams
- Falsifying records
- Demonstrating poor judgment or inability to perform properly and/or professionally
- Entering school premises while under the influence of alcohol, drugs, or narcotics
- Carrying a concealed or potentially dangerous weapon
- Using, selling, buying, distributing, or offering for sale any illegal substance
- Aiding, abetting, or inciting others to commit and act that would detract from the normal operation of the school

- Theft

Course Incompletes

An “incomplete” cannot be given as a final grade. However, a student may submit a written request for an extension, including a doctor’s note or other supporting documentation as applicable, to the School Director. The School Director or designee (in the School Director’s absence) will respond to this request in writing within three business days. The response may grant the student an extension of up to 10 business days to complete all the required course work, assignments, and tests. The extension cannot be used to make up accrued absences from class. If the student does not complete the required course work, assignments, and tests within the extension period, he/she will receive a grade of “F” or “zero”, which will be averaged with the students other grades to determine the grade point average.

Dismissal

A student may be dismissed for violation of any published school policy, including (but not limited to) attendance, satisfactory academic progress, and conduct. Student dismissal shall be at the School Director’s discretion. The School Director has final authority and shall notify the student of the final decision in writing.

Dismissed students may appeal this decision by following the Student Grievance Procedure.

Dress Code

- A full set of scrubs must be worn at all times in laboratory sessions. Casual attire may be worn in the classroom.
- Closed toe tennis shoes must be worn in the laboratory.
- Hair must be completely pulled back in the laboratory.
- Fingernails must keep short and groomed at all times. No artificial nails may be worn.
- Excessive jewelry is not permitted. Students may wear up to 1 watch, 1 wedding ring and/or band, and 1 pair of stud earrings. Facial jewelry is not allowed in the class or laboratory setting, as it is a high risk for infection. This includes tongue rings.
- Tattoos must be covered. No exceptions.
- Accord Healthcare Institute name tag must be worn at all times while on campus.

Grading System

Students must earn a grade of 70% or higher in order to pass each class. CNA/LNA Program passing score is %75 or higher. This a rule of the AZBN.

The Grading Scale is as follows:

ALPHA	NUMERIC
A	90-100

B	80-89
C	70-79
F	0-69

Grievance Procedure

Informal Process

Complaints directed at an individual instructor or staff member should be discussed directly with the individual involved. This should occur as soon as possible after the student is aggrieved.

Formal Process

Only after the informal process is exhausted and the student remains unsatisfied should the student submit their complaint through the formal process. To do so, the student must submit a written complaint to the Program Director for their program. Students are encouraged to submit their complaint as soon as possible within ten (10) business days of the discussion referenced in the informal process.

The written complaint must contain the following:

- Name of the student filing the formal complaint.
- Name of the person(s) against whom the complaint is being filed.
- Statement of facts and nature of the complaint.
- Date(s) of the incident(s).
- Resolution being sought by the student.
- Any documentary evidence and statements from other parties and witnesses.
- Student's signature.

Within ten (10) working days of receipt of a grievance, the Program Director will conduct an investigation, which will include a review of the evidence and interviews with relevant staff and/or students, and issue a written decision to the student and to the person alleged to have caused the grievance. The written decision shall include the reasons for the decision and indicate the corrective action to be taken, if any.

Appeal Process

If the student is not satisfied with the proposed resolution, he or she may raise the issue to the School Director. The complaint must be submitted in writing, within ten (10) business days of notification of the Program Director's decision.

The School Director will review the complaint, conduct an investigation as necessary and issue a final written decision to the student and the person alleged to have caused the grievance within ten (10) business days. The written decision shall include the reasons for the decision and indicate the corrective action to be taken, if any. Decisions by the School Director are final and are not able to be appealed.

If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

Arizona State Board of Private Postsecondary Education
1740 W. Adams, Ste. 3008
Phoenix, AZ 85007
Phone: 602-542-5709
www.azppse.gov

Leave of Absence

A Leave of Absence (LOA) may be granted if the student is unable to complete their program due to a death in the immediate family, documented illness of an immediate family member, military service, pregnancy, temporary economic hardship, or other relatively extreme and temporary circumstances. Other circumstances will be considered on an individual basis.

Students wishing to be granted an LOA must submit a written request, including proper documentation of the reason for the request, to their Instructor or Program Director. The Program Director will respond to the request, in writing, within three school days. The Program Director's decision is subject to the approval of the School Director.

LOA's can be approved for a period of one week to a maximum of three months. Students whose LOA is longer than one week will have to retake the course for no additional charge when they return from their Leave. This is consistent with the overall AHI attendance policy. In the case of a student's prolonged illness or injury, or other circumstances that make it impractical to complete the program, AHI shall refund the student according to the cancellation and refund policy as stated in this catalog and on the student's enrollment agreement.

Make-Up Work

Assignments and projects not completed on schedule during a course must be made-up within the time frame of that course (by the last day of the course). Arrangements to submit makeup work MUST be made with the instructor.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Credit for Previous Training

AHI may waive one or more required courses from a student's program if the student already successfully completed the course(s) at AHI, provided that the completion was within the previous 3 years and the course content has not changed significantly since the student's completion. The Program Director will evaluate course content and have the final say regarding course waivers. When a course is waived, tuition will be adjusted accordingly on the Enrollment Agreement.

Accord Healthcare Institute does not accept credit for previous training, work/life experience (experiential learning), CLEP, or previous education from institutions other than AHI.

Satisfactory Academic Progress

Students must maintain a 70% grade in each course in order to progress through the program and graduate. Students whose grade drops below 70% in any course will be given a one-time written warning which will include an offer for supplementary academic assistance from an instructor. Students whose final grade for a course is less than 70% will have failed the course and must retake it. Students may retake a course up to two times, for a total of three tries. Students who fail any course three times will be dismissed from the program according to the Dismissal Policy.

Student Records

All student academic and financial records are maintained and filed in a secure and safe manner in perpetuity, whether in paper form or digital. Students have the right to access their records, but the records must not leave the school. One copy of official transcripts will be provided to the student at no charge; additional copies are available for \$5.00.

Should the institution cease operation, whether voluntarily or involuntarily, all educational records or legible true copies shall be filed with the Arizona State Board for Private Postsecondary Education within 15 days of ceasing educational operations.

GENERAL INFORMATION

Academic Calendar

Students may choose from one of three cohorts (as available):

Session	Meeting Days	Meeting Times
Mornings	Monday – Thursday	9:00 am – 1:00 pm
Evenings	Monday – Thursday	5:00 pm – 9:00 pm

Class Schedule 2022 (subject to change)		
Certified Nursing Assistant	Start Date	End Date
120 clock hours	10/03/22	11/16/23
Electrocardiogram Technician		
Electrocardiogram Technician	Start Date	End Date
80 clock hours	10/10/22	11/16/23
Phlebotomy Technician		
Phlebotomy Technician	Start Date	End Date
200 clock hours	10/10/22	11/16/23
Patient Care Technician		
Patient Care Technician	Start Date	End Date
520 clock hours	TBA	TBA

Classes are not held on the following holidays:

Date	Holiday
09-05-2022	Labor Day
10-10-2022	Columbus Day
11-11-2022	Veterans Day
11-24-2022	Thanksgiving
12-26-2022	Christmas Day
01-02-2023	New Year Day
01-16-2023	Martin Luther King Day
02-20-2023	Washington's Birthday
05-29-2023	Memorial Day
06-19-2023	Juneteenth National Independence Day
07-04-2023	Independence Day