

**ETOC HEALTHCARE CAREER CENTER
NURSE AIDE TRAINING and COMPETENCY EVALUATION
PROGRAM**

ODH Approval #: 3654562



STUDENT HANDBOOK

Academic Year 2026–2027

Compliant with Ohio Administrative Code (OAC) 3701-18

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SECTION 1 – Program Mission & Philosophy

ETOC Healthcare Career Center is committed to providing **high-quality, accessible, workforce-driven healthcare education** to prepare individuals to excel as Certified Nursing Assistants (CNAs).

Our mission is rooted in:

- **Compassionate, patient-centered care**
- **Respect for human dignity**
- **High standards of safety and professionalism**
- **Academic excellence and competency-based training**
- **Preparing students for immediate employment**

We believe every student deserves a safe, supportive learning environment where they can build confidence, competence, and strong clinical judgment.

SECTION 2 – Program Overview (OAC 3701-18-05)

The CNA Program is **fully compliant with OAC 3701-18** and includes:

Total Required Training Hours: 75+

- **59 hours** of classroom + skills lab instruction
- **16 hours** of supervised clinical experience in an ODH-licensed long-term care facility

Curriculum Includes

- Basic nursing skills
- Communication & interpersonal skills
- Infection control
- Resident rights & abuse prevention
- Personal care skills & ADLs
- Mental health & social services needs
- Basic restorative services
- Safety & emergency procedures
- End-of-life care principles

All instruction is delivered by an ODH-approved Registered Nurse Instructor.

SECTION 3 – Accreditation, Regulatory Oversight & Approval

The CNA program is regulated by:

Ohio Department of Health (ODH)

246 N High Street

Columbus, OH 43215

Phone: (614) 466-3543

Nurse Aide Training & Competency Evaluation Program (NATCEP)

State Testing Vendor

D&S Diversified Technologies (Headmaster) – the official Ohio CNA testing body.

1803 NW Platte Road, Suite 200

Riverside, MO 64150

Phone: (800) 393-8664

SECTION 4 – Program Administration & Contact Information

Program Provider:

ETOC Healthcare Career Center

8054 Darrow Road, Building A

Twinsburg, OH 44087

Program Administrator (Director):

Name & Credentials: Kerrena N. Williams RN BSN

Email: williamskerrena@gmail.com

Phone: 234-212-9070

RN Instructor:

Name: Kerrena N. Williams RN BSN

ODH Approval #: 3654562

SECTION 5 – Admission Requirements (OAC 3701-18-06)

To be admitted, students must:

Eligibility

- Minimum age **16** (ETOC requires **18+** for employment alignment)
- Valid government-issued ID
- Ability to perform essential nursing assistant duties

Required Health Documentation

- Negative TB test (PPD or blood assay) within **12 months**

- Physical exam within **1 year**
- Immunization history or declination forms
- Free from communicable disease

Required Forms

- Enrollment application
 - ODH Student Disclosure Form
 - Emergency contact form
 - Code of Conduct Agreement
 - Handbook Acknowledgment
 - Background check consent
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SECTION 6 – Enrollment, Orientation & Required Documentation

Students must:

- Complete all required paperwork prior to class
- Attend mandatory orientation
- Review handbook and sign receipt
- Submit background check authorization
- Purchase or receive uniform
- Agree to attendance and behavior standards

Failure to provide documentation may delay or prevent enrollment.

SECTION 7 – Tuition, Fees, Refunds & Financial Obligations

Total Tuition: \$800

Includes:

- Textbook & workbook
- Uniform – (***Closed toe shoes and watch not included***)
- Background check
- Classroom/lab supplies

Not Included

- **D&S State Exam Fee: \$100**

Refund Policy (OAC 3701-18-10)

- 100% refund if withdrawn **before first day of class**
 - No refund after any instruction has begun
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SECTION 8 – Attendance, Tardiness & Make-Up Policy (OAC 3701-18-08)

In accordance with **Ohio Administrative Code (OAC) 3701-18-08**, all students enrolled in the STNA program must complete the **full required training hours** to be eligible for certification and state testing.

Total Required Training Hours: 75 Hours

The program consists of:

- **59 hours of classroom and skills lab instruction**
- **16 hours of supervised clinical training** conducted in an ODH-approved long-term care facility

Attendance Requirements

- **100% attendance is mandatory** for all components of the program
- Students must successfully complete:
 - All **59 instructional hours**, and
 - All **16 clinical hours**
- Failure to complete the required hours will result in **ineligibility for program completion and state testing**

Make-Up Policy (OAC-Compliant Clarification)

- **Missed classroom or lab instruction hours (59-hour portion)** may be **made up** at the discretion of the program, provided:
 - The make-up is completed **prior to program completion**
 - The student demonstrates **competency in the missed material**
 - Make-up sessions are conducted under **qualified instructor supervision**
- A **make-up session fee will be required** for all scheduled make-up instruction.

- This fee may be **waived only at the discretion of the RN Coordinator/Program Administrator**, based on individual circumstances.
- **Missed clinical hours (16-hour portion):**
 - **Cannot be waived or substituted**
 - Must be completed in full in an **ODH-approved clinical setting**
 - If a student **misses any portion of the clinical hours**, they must:
 - **Be rescheduled for the full clinical experience**, or
 - **Re-enroll in the program**, in accordance with ODH requirements

Absence Policy

- Students are expected to attend all scheduled sessions
- **Excessive absenteeism may result in dismissal**, particularly if:
 - Required hours cannot be completed within the program timeframe
 - Competency and safe practice cannot be ensured

Tardiness Policy

- **Three (3) tardies equal one (1) hour absence**
- Tardiness may impact the student's ability to complete required instructional hours
- **Tardiness in clinical** may result in:
 - Denial of participation for that day
 - Requirement to **repeat the full clinical component**

Important Compliance Statement

Per **OAC 3701-18-08**, training programs are prohibited from issuing completion certificates unless the student has **successfully completed all required hours and demonstrated competency** in both classroom and clinical components.

SECTION 9 – Classroom, Lab & Clinical Requirements

Classroom Expectations

- Active participation
- Respect for peers & instructor
- No cell phones during instruction

Skills Lab

- Demonstration and return demonstration
- Skills must be passed before clinical

Clinical Requirements (OAC 3701-18-13)

- 16 hours in a licensed nursing facility
 - Direct supervision by RN instructor
 - No performing procedures you are not trained for
 - **Maintain resident safety at all times**
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SECTION 10 – Dress Code & Professional Appearance

Uniform:

- Scrubs, closed-toe shoes
 - Watch with second hand
 - Hair secured
 - No long nails or artificial nails
 - No perfumes or strong scents
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SECTION 11 – Conduct, Ethics, Confidentiality & HIPAA

Students must maintain:

- Professional behavior
- Resident confidentiality
- Respectful communication
- Integrity and honesty

Any violation is grounds for immediate dismissal.

SECTION 12 – Resident Rights & Abuse Prevention (OAC 3701-64)

Zero tolerance for:

- Abuse

- Neglect
- Misappropriation of property

Any suspected violation must be reported immediately.

SECTION 13 – Academic Standards, Evaluation & Grading (OAC 3701-18 Compliance)

In accordance with Ohio Administrative Code (OAC) 3701-18, students are evaluated to ensure they demonstrate the knowledge, skills, and competency required to provide safe, effective, and resident-centered care. Successful completion of all evaluation components is required for program completion and eligibility for state testing.

Evaluation Components

Student performance is assessed through the following:

- **Written Examinations (Classroom Instruction):**
Evaluation of the student's understanding of theoretical content, including infection control, resident rights, communication, safety, and basic nursing care
- **Skills Check-Offs:**
Demonstration of competency in all **ODH-required nurse aide skills**, performed according to established standards and verified by the RN Instructor
- **Clinical Performance:**
Direct observation and evaluation of the student's ability to safely and effectively apply skills in a **clinical setting under RN supervision**
- **Professionalism:**
Assessment of behavior including attendance, punctuality, communication, respect, ethical conduct, and adherence to HIPAA and facility policies

Grading & Performance Standards

- **Written Examinations:**
Students must achieve a minimum score of **80% or higher** on all written exams to demonstrate adequate knowledge competency
- **Skills Check-Offs:**
Evaluated on a **Pass/Fail basis**
 - Students must successfully perform each required skill according to **ODH standards**
 - Any failed skill must be **remediated and re-evaluated**
- **Clinical Performance:**
Evaluated on a **Pass/Fail basis**

- Students must demonstrate **safe, competent, and appropriate care**
- Unsafe practice or inability to perform required tasks may result in **failure of clinical**
- **Professionalism:**
Evaluated on a **Pass/Fail basis**
 - Students must maintain **professional conduct, attendance, and ethical behavior**
 - Violations may result in **disciplinary action or program dismissal**

Academic Requirements for Successful Completion

To successfully complete the program, students must:

- Achieve a minimum of **80% on all written examinations**
- **Pass all skills competencies** as outlined by ODH
- **Pass clinical performance evaluation**
- **Maintain satisfactory professionalism** throughout the program
- **Complete all required coursework and assignments**

Compliance Statement

Per **OAC 3701-18**, students must demonstrate **competency in both knowledge and clinical skills**. The program will not issue a certificate of completion unless the student has met all academic, skills, clinical, and professionalism requirements.

SECTION 14 – Skills Competency, Checklist & State test eligibility

Students must demonstrate competence in all **25 ODH-required skills**, including:

- Hand hygiene
- Transfers
- Feeding
- Ambulation
- Vital signs
- Perineal care
- Catheter care
- Range of motion

Only after all skills are passed may the student schedule the state exam.

SECTION 15 – Health, Safety, Injury & Infection Control

Students must:

- Report injury immediately
- Follow all PPE rules
- Adhere to facility safety policies
- Maintain proper body mechanics

SECTION 16 – Student Support, ADA Accommodations & Resources

Accommodations available per ADA upon request.

SECTION 17 – Technology, Communication & Digital Policies

- No recording without permission
- No posting patient info
- No classroom disruptions

SECTION 18 – Disciplinary Action, Warning, Dismissal & Withdrawal

Grounds for dismissal include:

- Unsafe care
- Attendance violations
- Unprofessional conduct
- Dishonesty

SECTION 19 – Grievance Procedure

1. Submit written complaint to Program Administrator
2. Receive written response within 10 business days
3. If unresolved, contact ODH NATCEP Unit

Program RN Coordinator/Administrator Contact:

ETOC Healthcare Career Center

8054 Darrow Road, Building A
Twinsburg, OH 44087
Phone: (234) 212-9070
Email: administrator@eto-education.org

SECTION 20 – Program Completion, Certification & State Exam

In accordance with OAC 3701-18, students must successfully complete all program requirements to be eligible for certification and state testing, including the following:

Training Hours

- Completion of the full 75 required training hours, including:
 - 59 hours of classroom and skills lab instruction
 - 16 hours of supervised clinical training in an ODH-approved facility

Skills Competency

- Students must demonstrate competency in all ODH-required skills
- Skills must be successfully completed and validated by the approved RN Instructor

Examinations

- Successful completion of all required written and practical evaluations
- Students must demonstrate safe, competent, and professional performance

State Exam Registration (Headmaster Process)

Once program requirements are completed, students will:

- Be approved by the program to test
- Register for the Ohio CNA State Exam through D&S Diversified Technologies (Headmaster)
- Create an account and schedule their exam at:
www.hdmaster.com
- Pay the required state exam fee
- Select a testing location and available date

Retake Policy (ODH Compliant)

- Students who do not pass all portions of the exam may retake the failed portion(s)
- The state allows:

- Up to three (3) attempts to pass both the written and skills exam
- All attempts must be completed within 24 months of program completion
- If unsuccessful after three attempts, the student **must** re-enroll in a NATCEP-approved program

Timeline Expectations for Testing

- Students are encouraged to schedule their exam as soon as possible after program completion
- Testing is typically available within 1–3 weeks, depending on location availability
- Results are generally provided:
 - Same day or within a few days for most testing sites
- Certification is issued upon successful completion and listing on the Ohio Nurse Aide Registry

Final Eligibility Statement

Only after all requirements have been met will the student be deemed eligible to sit for the Ohio CNA State Exam and pursue certification as a Certified Nursing Assistant.

SECTION 21 – STUDENT HANDBOOK RECEIPT

All students are required to sign a Student Handbook Receipt acknowledging that they have received, read, and understand the terms, policies, and expectations outlined in this handbook. Completion of the signed receipt is mandatory and will be maintained in the student's official file.

ETOC Healthcare Career Center STNA Program –

Student Handbook Receipt

I acknowledge that I have received a copy of the ETOC Healthcare Career Center STNA Student Handbook for the Academic Year 2026–2027. I understand that it is my responsibility to read and comply with all policies, procedures, and expectations outlined within the handbook. I further acknowledge that failure to adhere to the policies may result in disciplinary action, up to and including dismissal from the program. This signed document will be maintained in my official student file.

Student Name (Print):	
Student Signature:	
Date:	
Program Start Date:	
Program Administrator Signature:	
Date:	