

HOPE IN HIM TRAINING INSTITUTE

Nursing Assistant and Home Health Aide Training Programs

Student Handbook

2026

283 Chestnut Street, Lynn, MA 01902

Phone: (781) 480-1929 | Cell: (978) 304-2844

Email: pastorodney@live.com

Website: <https://www.hopeinhimtraining.com>

Please read this handbook in its entirety.

HOPE IN HIM TRAINING INSTITUTE

Our Mission Statement

Hope in Him Training Institute is dedicated to providing basic medical and personal care training services to all individuals who show the ability to benefit from our services. Our programs are affordable, accessible, and beneficial, serving a diversified community of learners.

Hope in Him Training Institute Administration

Samuel Odney – Executive Director

Fabienne Odney, RN – Program Director

Erline Odney, LPN – Staff Instructor

School Contacts

Phone: (781) 480-1929

Cell: (978) 304-2844

Email: pastorodney@live.com

Address: 283 Chestnut Street, Lynn, MA 01902

Website: <https://www.hopeinhimtraining.com>

Office Hours & Appointments

Monday–Thursday: 10:00 AM to 4:30 PM; Friday: 10:00 AM to 2:00 PM. Meetings are by appointment. Please call (978) 304-2844.

PROGRAMS DESCRIPTION

Hope in Him Training Institute offers two training programs for healthcare careers:

- A 120-hour Nursing Assistant Training (NAT) program
- A 75-hour Home Health Aide Training (HHA) program

PROGRAMS OVERVIEW

The NAT program is approved by the Massachusetts Department of Public Health’s Nurse Aide Registry. All classes are taught by experienced, professional nurses with a small student-to-instructor ratio to provide quality training.

Through lecture, video, role-playing, and hands-on laboratory and clinical practice, students learn procedural skills such as bathing, dressing, positioning, and vital signs. Students will also learn key communication techniques through life skills training, including resume workshop and interview preparation to prepare students for employment after graduation.

After students graduate, they will receive a certificate of completion for the program completed. NAT graduates are then eligible to sit for the Massachusetts Nurse Aide State Certification Exam.

METHODS OF INSTRUCTION (BOTH PROGRAMS)

- Theory Instruction: Classroom lecture, discussion, video, and self-study
- Laboratory: Skills demonstration and return demonstration
- Clinical Practice (NAT only): Supervised hands-on learning at a clinical site
- Skills Assessment: Measurement of competency through proficiency checklists

TEXTBOOK/WORKBOOK (BOTH PROGRAMS)

Nursing Assistant Care (Long Term Care and Home Care), Fourth Edition by Susan Alvare Hedman, Jetta Fuzy, MS, RN, and Katherine Howard, MS, RN-BC, CNE.

HOME HEALTH AIDE TRAINING PROGRAM

The Home Health Aide Training program (75 hours) trains students to assist clients in their private residences by providing patient care, basic medical care, emergency response, and housekeeping duties. The program consists of classroom and lab instruction. There is no clinical component and no state certification is required for employment as an HHA.

Students who hold a Nursing Assistant certificate can also function as an HHA; however, HHAs cannot practice as Nursing Assistants. Upon successful completion, students receive a Certificate of Completion.

HHA Method of Instruction

- Classroom Activities: Lecture, discussion, and self-study
- Library Research: Assigned reading and special assignments
- Laboratory: Demonstration and return demonstrations as part of lecture

HHA Program Topics

1. Orientation for Home Care Aide
2. Human Growth & Development: Understanding People
3. Infection Prevention and Control Procedures
4. Nutrition and Fluid Intake: Sources of Nutrients, Importance of Fluid Intake, Hydration, Dehydration, and Fluid Balance
5. Healthy Environment: Safety and Cleanliness
6. Emergencies and Procedures: Identification and Response
7. Observation, Reporting, Documentation of Client Status and Care of Services Rendered

HHA Grading Policies

1. Students are expected to come prepared to class with all homework assignments completed.
2. Students are required to pass written exams (quizzes and a final exam) with a minimum of 75%.
3. Students will have the opportunity to retake quizzes up to two times and may retake the final exam one time. **There is no fee to retake quizzes and exams.**
4. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will be dismissed from the program.
5. Students are required to demonstrate competency of all skills required in the program. Skills are graded as Pass/Fail.
6. All skills listed in the Home Health Aide Training Student Handbook must be performed by a student with 100% accuracy.
7. On the Final Exam, students must score 75% or better.

NURSING ASSISTANT TRAINING PROGRAM

The Nursing Assistant Training program (120 hours) prepares students to work in various health care settings such as long-term care facilities and hospitals under the direction and supervision of Registered Nurses (RNs) or Licensed Practical Nurses (LPNs). Training includes 80 hours of classroom and lab instruction and 40 hours of clinical practice at a nearby long-term care facility.

The NAT program is approved by the Massachusetts Department of Public Health's Nurse Aide Registry. Student-to-teacher ratio is 10:1 in the clinical setting.

Upon successful completion, students receive a Certificate of Completion and are eligible to sit for the Massachusetts Nurse Aide State Certification Exam.

NAT Theory Grading Policy

- A Satisfactory/Pass grade will be given to any student who achieves an average of 75% or higher on classwork.
- Assessment in the classroom will be based on individual presentations, tests, exams, and lab skills demonstrations.
- Students will take all exams on the scheduled date and time.
- A minimum 75% average on all exams is required to pass the program.
- If a student does not take the exam on the scheduled date and time, the student must make arrangements with the RN Instructor to take a make-up exam.
- NAT students are responsible for 80 hours of theory/lab skills and 40 hours of clinical practice, for a total of 120 hours.

NAT Grading Policies

1. Students are expected to come prepared to class with all homework assignments completed.
2. Students are required to pass written exams (quizzes and a final exam) with a minimum of 75%.
3. Students will have the opportunity to retake quizzes up to two times and may retake the final exam one time. **There is no fee to retake quizzes and exams.**
4. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will be dismissed from the program.
5. Students are required to demonstrate competency of all skills required in the program. Skills are graded as Pass/Fail.
6. Evaluation of competency occurs both in the lab and clinical components of the program.
7. In the clinical setting, students are expected to demonstrate respect, truthfulness, reliability, timeliness, and good judgment in providing safe care to residents.
8. On the Final Exam, students must score 75% or better.
9. One clinical evaluation will be done by each student and marked as Pass/Fail.

GRADING POLICIES

The grading policies below apply to both the NAT and HHA programs unless otherwise noted. Program-specific grading details are provided in the respective program sections above.

LAB PROCEDURES COMPETENCY REQUIREMENTS

Skills demonstration and practice are integrated in the program. Students are taught all the DPH-required skills, along with other skills necessary to provide basic healthcare services. Time is allotted for skills practice.

Students need to demonstrate competency of skills learned in the classroom. Lab evaluation is graded as Satisfactory, Unsatisfactory, or Needs Practice.

Students must satisfactorily demonstrate skills in class before they will be allowed to perform them in the clinical setting. Skills validation is done before students go to clinical and at the end of the program.

Any student who fails to demonstrate successfully on the first attempt will be given a Remediation slip and must remediate before a retest. There are two additional chances to demonstrate competency. Failure to demonstrate competency on the third attempt may require additional learning activities or may prevent the student from continuing the program.

CLINICAL COMPETENCY REQUIREMENTS (FOR PROGRAMS WITH A CLINICAL COMPONENT)

Each student will be evaluated on a Satisfactory, Unsatisfactory, or Needs Improvement basis:

- Satisfactory: Student consistently meets the criteria established for effective clinical performance.

- Needs Improvement (Did Not Pass): Student inconsistently meets the criteria. This is considered a failing grade for the clinical portion; however, students will have the opportunity to discuss their performance with the instructor and work to improve to Satisfactory by the end of clinicals.
- Unsatisfactory: Student consistently fails to meet the criteria established for effective clinical performance.

Students will be evaluated and provided feedback throughout the clinical experience. Each student will have a post conference with their instructor at the completion of the program to discuss clinical performance and receive a written evaluation.

Any student having difficulty meeting the standards will have a weekly conference with the instructor so that appropriate assistance can be provided and minimum competency can be achieved.

If a Needs Improvement evaluation is not elevated to Satisfactory by the end of the clinical experience, it will be recorded as Unsatisfactory. A Did Not Pass evaluation in one or more areas at the end of the clinical portion will result in an Unsatisfactory grade for clinical performance, and the student will be unable to complete the program.

SATISFACTORY PROGRESS

To maintain satisfactory academic standing, a student must fulfill requirements for theory, lab, skills, and clinical attendance; achieve the necessary grades and conduct standards; and meet financial obligations as agreed upon at enrollment.

As per 230 CMR 15.01(10), a written progress report will be provided to students by the time 50% of the program has been completed. Students must maintain at least 75% on written exams and 100% competency on all clinical skills in order to successfully complete the program.

NAT Rules During Clinical

Students must adhere to the following standards during clinical training. Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness constitutes neglect. A patient or resident has been neglected if an individual has failed to provide appropriate care, treatment, or service, whether intentionally or through carelessness, resulting in harm to or deterioration of the patient's condition.

Any student who violates this policy is subject to removal from the program without the option of returning to the school. Civil and criminal penalties may be brought against the student for the misuse of patient personal health information and neglect.

NAT Clinical Policy

Students must follow both HHTI policies and the clinical facility's policies, including rules for attendance, sign-in/sign-out, ID badges, dress code, safety, and confidentiality. Students must report to the clinical instructor immediately upon arrival and before leaving.

Clinical sites may require documentation (for example, immunizations, screenings, background checks, or other onboarding items) prior to participation. Students are responsible for completing required clinical site onboarding by the deadline provided.

NAT Clinical Supervision

1. Direct one-on-one observation of student skill performance is required when a skill is being performed for the first time with a client.
2. Guided independent practice occurs when a student performs a skill independently under supervision, with both the student and instructor confident in its safe completion.
3. Periodic observation of student skill performance may take place at any point during a procedure.
4. Independent skill performance without direct observation is permitted when the student has demonstrated the ability to perform the skill safely.

The method of supervision is determined by the instructor, taking into account: client safety at all times; demonstrated safe performance in lab and/or clinical; varying levels of observation based on strengths and areas for improvement; and encouraging students to assess and discuss their learning needs with the instructor.

NAT Clinical Record Book Policy

All students are required to maintain accurate and complete documentation of patient care activities in the designated Clinical Record Book, following established facility guidelines and HIPAA regulations. Documentation must be timely, legible, and include all pertinent details. Discrepancies or errors must be reported immediately to the supervising nurse.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act protects the privacy of patient health information, sets national standards for the security of electronic protected health information, and requires health care personnel to notify the Office of Civil Rights of breaches of confidentiality of patient information.

To remain HIPAA compliant and to protect patient confidentiality, students may not take any photographs of clients. Making copies of the patient record/chart is strictly prohibited. All verbal, electronic, and written information relating to clients and contracted agencies is considered confidential and is not to be printed, copied, or discussed with anyone. Information may be disclosed only as defined in HIPAA guidelines for educational purposes.

A breach of confidentiality will result in disciplinary action, up to and including possible dismissal from the program and investigation by the Office for Civil Rights. More information:
<http://www.hhs.gov/ocr/privacy/>

Patient Privacy and Confidentiality

Students are held to the same standards that govern employees of clinical facilities. Any student who violates this policy is subject to removal from the program without the option of returning to the school.

Civil and criminal penalties may be brought against the student for the misuse of patient personal health information.

ATTENDANCE AND PUNCTUALITY POLICY (CLASSROOM, LAB AND CLINICAL)

This policy applies to both programs.

Because these programs are clock-hour based, students must attend and complete all required hours to meet training requirements.

Definitions

- **Tardy:** Arriving after the scheduled start time.
- **Early departure:** Leaving before the scheduled end time.
- **Absence:** Missing a scheduled class, lab, clinical day, or required activity.

General Rule

Students are expected to maintain 100% attendance of required hours. Any missed time must be made up if the student is to remain eligible for completion. NAT students must attend 100% of clinical hours; absences, tardiness, and early departure may result in the student having to withdraw from and repeat the clinical at a later date.

Notice Requirement & No-Call/No-Show

If a student will be absent or late, the student must contact the instructor as soon as possible and no later than 8:00 AM on the day of class (or prior to the scheduled start time for evening sessions). Failure to attend a scheduled day without notifying the instructor before start time (no-call/no-show) may result in dismissal from the program.

Tardiness

- Less than 15 minutes late: May be permitted at instructor's discretion; missed time must be made up.
- 15 minutes or more late: May be treated as an absence for that session.

Early Departure

Early departure from classroom or lab is treated as missed time and must be made up. Early departure from clinical is a serious matter because it affects patient safety and facility expectations.

Make-Up Time

If make-up time is permitted, it must be completed within the timeframe set by the Program Director. A maximum of two (2) make-up days is permitted per program. Make-up sessions will be scheduled by the Program Director.

Excessive Absences

A student who accumulates absences exceeding the number of permitted make-up hours, or who cannot complete make-up time within the program schedule, may be dismissed due to inability to meet program completion requirements.

Attendance Documentation

Students must sign the attendance sheet daily. Clinical attendance must also follow the clinical site sign-in/out requirements.

TESTING AND MAKE-UP EXAM POLICY (BOTH PROGRAMS)

Examinations

HHTI uses quizzes, midterm and final exams, and skills evaluations to measure progress and readiness for program completion and, where applicable, state testing eligibility.

Scheduled Exams

Students are expected to take exams on the scheduled date and time.

Make-Up Exams (Missed Scheduled Exams Only)

A student who misses a scheduled exam may be permitted to take a make-up exam only if all of the following occur:

1. **Timely notice:** The student notifies the instructor before the scheduled exam time, unless a sudden emergency prevents notice.
2. **Rescheduling deadline:** The student schedules the make-up exam with the instructor within five (5) calendar days of returning to class.
3. **Acceptable reason:** Examples include personal illness, urgent medical appointment, death in the immediate family, required court/jury duty, or other serious, documented emergency circumstances.

The instructor may require documentation. Failure to reschedule within the stated deadline results in a grade of 0.

Skills and Clinical Performance

Skills check-offs and clinical evaluations must be completed as scheduled unless the instructor approves a plan for remediation and re-evaluation consistent with program requirements.

STUDENT CONDUCT CODE

HHTI expects students to maintain professional conduct consistent with healthcare workplace standards. This Code applies in the classroom, lab, on school premises, and at any clinical/externship site. Students must at all times:

- Treat instructors, staff, peers, and clinical personnel with respect
- Follow all safety instructions and infection control practices
- Maintain confidentiality and comply with HIPAA requirements
- Use professional language; harassment, threats, bullying, and discrimination are prohibited
- Avoid cheating, plagiarism, falsifying records, or misrepresenting work, attendance, or skills
- Comply with dress code and required supplies standards

- Follow all clinical site policies when assigned to a facility

Violations of this Code may result in disciplinary action as described in the Disciplinary Measures section, up to and including dismissal/expulsion.

STUDENT DRESS CODE

Uniform: Burgundy scrub top, burgundy scrub pants, and white closed-toe/closed-heel athletic shoes. A watch with a second hand is required starting the second week of class. Students must be in uniform every day of class, clinical, state exam days, the job fair, and graduation. Failure to follow the dress code will result in a Student at Risk filing, and if not corrected will result in dismissal.

Permitted: Scarf or skirt (neutral colors) for religious necessity; small earring studs and rings with personal significance (limit one per hand); natural makeup; nails trimmed, not extending beyond tips of fingers, no colors or designs.

Not permitted: Hats or scarves (except religious); dangling jewelry or visible facial piercings; long, loose hair or extreme styles; acrylic nails; heeled, open-back, or clogged shoes; jackets over uniform (professional scrub jackets allowed; a long-sleeve red, white, gray, or black shirt is allowed under the scrub top); openly visible tattoos during clinical.

USE OF ALCOHOL OR ILLEGAL POSSESSION OF SUBSTANCES

HHTI strictly prohibits the possession, use, or consumption of illegal or controlled substances, as well as alcoholic beverages, on or around its premises. Any violation may result in the student being required to leave immediately and may lead to further disciplinary action.

WEAPONS PROHIBITION (SCHOOL AND CLINICAL SITES)

HHTI prohibits weapons (firearms, explosives, knives, and sharp objects) on all school premises, clinical sites, externship sites, and during any training-related travel. Any violation will result in immediate disciplinary action, up to and including dismissal/expulsion. Appropriate legal authorities may be contacted.

SEXUAL HARASSMENT

Hope in Him strictly prohibits all forms of sexual harassment, whether verbal or physical. Students who experience or witness harassment or assault should report the matter immediately to their instructor or the School Administrator for appropriate action.

NON-DISCRIMINATION & ANTI-HARASSMENT POLICY

Hope in Him Training Institute is committed to providing a learning environment free from discrimination and harassment for all students and school staff, without regard to race, color, sex, religion, national origin, age, disability, or veteran status.

If a student believes that they have been subjected to illegal harassment, the student must bring the matter to the immediate attention of the instructor. All reports of harassment will be promptly investigated and, if appropriate, remedial action will be taken. Any further inquiries regarding compliance should be directed to the School Administrator.

SCHOOL POLICIES

Computer and Internet Use

Computers and internet are available for program work only. Students must not use them for personal purposes during program time. Violation may result in loss of access and further disciplinary action.

Personal Phone Calls or Messages

Cell phones must be set to silent during class and clinical. Calls should only be made before/after class or during breaks. Students are discouraged from bringing cell phones to clinical.

Smoking

Smoking is strictly prohibited inside the school premises.

Parking

Students can only park in designated parking areas. Violation may lead to towing at the student's expense.

Eating and Drinking Inside the Classroom

Eating and drinking in classrooms, hallways, labs, or clinical floors is not allowed. All food is to be consumed in the kitchen area, other designated lounges, or non-instructional areas.

Use of School ID

Students must wear their HHTI ID badges at all times. If a student forgets their ID, they must sign in/out with security and report to the School Administrator or Instructor for a temporary ID. Upon leaving the program, students must return their ID badge.

Health and Safety Guidelines

Students must be able to perform physical activities required in clinical (lifting clients, standing for extended periods, bending). Students with chronic conditions must be on current treatment and able to implement direct client care. Students must demonstrate rational and appropriate behavior under stressful conditions.

Incident Reports

Any event that negatively impacts health or safety must be reported immediately. Students will work with instructors and facility employees to complete an incident report. The instructor will submit reports

to the facility and a copy to HHTI within 24 hours. Students are responsible for their own medical expenses.

Change of Address/Phone Numbers

Students must notify their instructor and student services immediately upon change of address, name, or phone number.

Lost or Damaged Property

HHTI and its staff are not responsible for lost or damaged personal property. However, any such incidents should be reported to the School Administrator immediately.

Student Insurance

HHTI maintains general liability insurance; however, this does not cover professional liability for students or provide coverage for student health, misconduct, or neglect. Students are responsible for all medical costs in the event of injury, illness, or infection during training.

OSHA Compliance

Students are required to familiarize themselves with OSHA regulations related to bloodborne pathogens and tuberculosis. During the first weeks of the program, students must view the required Universal Precautions and HIPAA videos.

TRANSFER / REFUND POLICIES

Students requesting a transfer at least three days before the start of class may transfer to the next available session. Each student is allowed one free transfer before the class begins. Subsequent transfers will not be allowed.

In cases where significant life events prevent a student from attending or completing a program, accommodations may be available. Students who provide documentation of a personal health issue within five business days or proof of an immediate family member's death may be eligible for a refund or transfer.

REFUND LAW

As per M.G.L. Chapter 255, Section 13K:

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days and have not commenced the program, you will receive a refund of all monies paid.
3. If you subsequently terminate prior to commencement, you will receive a refund of all monies paid, less actual reasonable administrative costs described in paragraph 7.
4. Termination during the first quarter: refund of at least 75% of tuition, less administrative costs.
5. Termination during the second quarter: refund of at least 50% of tuition, less administrative costs.
6. Termination during the third quarter: refund of at least 25% of tuition, less administrative costs.

7. Administrative costs shall not exceed \$50 or 5% of the contract price, whichever is less.
8. To terminate, you must inform the school in writing; termination is effective on the day such writing is mailed.
9. The school is not obligated to provide any refund if you terminate during the fourth quarter.

REFUND POLICY FOR BOOKS & SUPPLIES

Refunds for tuition are governed by the Massachusetts Refund Law and the Enrollment Agreement.

- **Books:** The school will not provide refunds for books that students have already written their names on.
- **Uniforms:** Uniforms that have already been worn will not be refunded.

FINANCIAL AID

Hope in Him Training Institute does not provide Financial Aid at this time. Per 230 CMR 15.04(5), if the school allows a student to begin while financial aid is pending and the student is subsequently denied aid, the school shall offer the student a written opportunity to terminate the enrollment agreement with a full refund of all monies paid, less actual reasonable administrative costs.

WITHDRAWAL

As per 230 CMR 15.04(7) and (8): If a student withdraws from a program, the school shall treat the withdrawal as a termination of the enrollment contract effective immediately, complete a refund calculation, and provide the calculation and any refund within 45 days.

If a student stops attending but does not withdraw in accordance with the school's withdrawal policy, the school shall treat the nonattendance as a termination effective no later than the last date of attendance, determine the effective date within 30 days after the end of the period of enrollment, and provide the refund calculation and any refund within 45 days.

SCHOOL CALENDAR

HHTI is open to students Monday–Friday during classroom hours. Office hours: Monday–Thursday 10:00 AM to 4:30 PM; Friday 10:00 AM to 2:00 PM.

HHTI will be closed in observance of the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. If a holiday falls on Saturday, it is observed the preceding Friday; if on Sunday, the following Monday.

BREAKS

Students will be given a 15-minute break and a 30-minute lunch break for any class day. There is a half-hour lunch break and a scheduled 15-minute break for the clinical portion. HHTI is a smoke-free facility.

PROGRAM CALENDAR

Programs begin on the first Monday of every month and continue for four weeks. In the event of a Monday holiday, programs begin on the first Tuesday.

NAT Schedule

- Day session: Monday–Thursday, 7:00 AM – 3:30 PM
- Evening session: Monday–Friday, 4:00 PM – 10:00 PM
- Clinical (week 4): Monday–Friday, 7:00 AM – 3:30 PM

The third week includes a 3-hour clinical orientation on Friday (9:00 AM – 12:00 PM). Students should plan accordingly.

Students are advised to check with their instructor to confirm class meetings.

HHA Schedule

- Day session: Monday–Thursday, 7:30 AM – 3:00 PM
- Evening session: Monday–Friday, 4:00 PM – 10:00 PM

INCLEMENT WEATHER/WEATHER EMERGENCIES

School may be closed due to inclement weather. All students will be notified before classes begin and informed of make-up days. Cancellations are determined by the instructor and do not reflect other local school closings. Students should call (781) 480-1929 or (978) 304-2844 for cancellation information.

EMERGENCY PROCEDURES

In the event of a disaster (fire, broken water pipe, or other circumstances threatening well-being):

1. Evacuate the building immediately and quietly using designated exits.
2. Walk quickly but do not run.
3. Close all windows and doors before leaving.
4. Proceed to the designated assembly area; stay with your class.
5. The director or staff will provide additional instructions.

STUDENT SERVICES

Guidance and Counseling

While HHTI supports a compassionate approach to learning, the school does not provide guidance and counseling services to students.

Job Placement Assistance

HHTI does not offer job placement or guarantee employment. However, the NAT program hosts a job fair where employers from local long-term care facilities meet with students before graduation.

Students also participate in a resume workshop and life skills training as part of the program. HHTI does not provide job placement for students.

Disability Support Services

A student requesting academic accommodations for a disability must self-identify and meet with the Program Coordinator at the beginning of the program with proper and up-to-date documentation.

Consumer Protection Statement

HHTI respects student privacy and does not sell or share students' private information. Student information may be shared with prospective employers upon request; graduates who wish to opt out should notify HHTI.

Student Complaint Resolution Process

HHTI encourages students to bring concerns forward early. Per 230 CMR 15.07(2), HHTI will respond to written student complaints in writing within ten (10) days of receipt.

Step 1 – Informal Resolution (Instructor): Students should first communicate the concern to the instructor with a brief written statement. The instructor will respond within two (2) class days.

Step 2 – Formal Complaint (Administrator): If unresolved, the student must complete a Complaint Form (available at the front office) and submit it to: Samuel Odney, Executive Director, 283 Chestnut Street, Lynn, MA 01902, Email: pastorodney@live.com. The Administrator will provide a written response within ten (10) days.

Step 3 – Appeal (School Appeals Board): If not satisfied, the student may submit a written appeal within five (5) business days. The Board (at least two school representatives not involved in the original decision) will review and issue a written determination.

Students may contact the Massachusetts Division of Occupational Licensure at any time: Office of Private Occupational School Education, One Federal Street, Suite 600, Boston, MA 02110. Email: Occupational.Schools@mass.gov. Phone: 617-701-8719.

HHTI maintains written records of student complaints for at least seven (7) years following graduation or withdrawal.

DISCIPLINARY MEASURES

Disciplinary measures are in place to maintain a respectful, safe, and professional learning environment. Violations of school policies, professional conduct expectations, safety requirements, or clinical site rules may result in disciplinary action.

Disciplinary actions may include, but are not limited to: verbal warning, written warning, academic probation, suspension, and dismissal/expulsion. The school reserves the right to escalate disciplinary actions, when warranted.

Verbal Warning

For minor, first-time concerns: minor tardiness, minor dress code violations, missing supplies, low-level unprofessional behavior, failure to follow instructions after reminder.

Written Warning

For repeated or more serious concerns: repeated tardiness/absences, failure to comply with prior verbal warning, disrespectful communication, repeated dress code violations, failure to complete required work, minor safety violations.

Academic Probation

When a student is at risk of not meeting academic, skills, conduct, or attendance standards: falling below minimum passing grade, repeated failed skills check-offs, inability to safely perform required skills, unsatisfactory evaluations. To return to good standing, the student must meet written probation terms by the stated deadline.

Suspension

For serious or repeated misconduct: disruptive behavior, violation of clinical site policies, insubordination, failure to meet probation conditions. A suspended student may return only after meeting written return conditions.

DISMISSAL FROM THE PROGRAM

A student may be dismissed/expelled when behavior, performance, or attendance prevents meeting program requirements or presents a safety or integrity risk. Dismissal/expulsion may occur for reasons including, but not limited to:

- Inability to meet minimum academic or skills standards after remediation opportunities
- Failure to meet attendance/clock-hour requirements within the program schedule
- Serious misconduct, including threats, harassment, violence, theft, or repeated disruptive behavior
- Serious safety violations in lab or clinical
- Violation of patient confidentiality
- Breach of confidentiality (including HIPAA-related violations)
- Unsafe practice that could harm a client/resident
- Repeated violations after prior disciplinary action

Neglect, abuse, inappropriate actions towards a client, classmate, instructor, or staff, or disrespectful or inappropriate language towards the same will result in immediate dismissal. Should a clinical site refuse a student from returning, this will be grounds for dismissal.

Students dismissed for disciplinary reasons, including unsafe practice, will not be eligible for readmission. Students dismissed for academic reasons may be considered for readmission under certain circumstances.

Notice: Except in urgent safety situations, HHTI will provide written notice of the disciplinary action and the reason(s). A student may submit a written appeal of a suspension or dismissal to the School Appeals Board within five (5) business days.

PROGRAM COMPLETION AND GRADUATION REQUIREMENTS (NAT AND HHA)

To successfully complete a program and graduate from HHTI, a student must meet all of the following:

1. **Attendance / Clock Hours:** Complete all required clock hours (classroom, lab, and any required clinical/externship hours).
2. **Minimum Academic Grade:** Maintain at least 75% on written exams and score 75% or higher on the Final Exam.
3. **Skills Competency:** Demonstrate 100% competency on all required skills check-offs.
4. **Professional Standards:** Meet professional standards throughout, including conduct, safety, and compliance with school and clinical site rules.
5. **Clinical / Externship (NAT only):** Complete all required clinical hours and meet clinical performance expectations.

CERTIFICATES

Students who successfully meet all Program Completion and Graduation Requirements will be awarded the certificate for the program in which they are enrolled:

- **NAT:** Certificate of Completion (Nurse Aide Training Program)
- **HHA:** Certificate of Completion (Home Health Aide Program)

STATE EXAM

Upon successful completion of the Nurse Aide Training Program, students will be eligible to take the State Exam to become certified as a Nurse Aide in Massachusetts.

Students are responsible for the Massachusetts CNA State Exam fee of \$110. The test vendor is D&S Diversified Technologies: (888) 401-0462 or massachusetts@hdmaster.com. The written portion is available in English, Spanish, Chinese, and Haitian Creole. Retake costs: \$30 (Knowledge Exam), \$40 (Audio version), \$70 (Skills Test).

STUDENT RECORDS

All student records are held in the main office in a locked file cabinet. A student may view their files during normal business hours in the presence of a staff member. Student records may be viewed by the Massachusetts Division of Occupational Licensure or Department of Public Health. Records will not be released to anyone else without the student's approval.

Hope in Him Training Institute

283 Chestnut Street, Lynn, MA 01902
Phone: (781) 480-1929 | Cell: (978) 304-2844
Email: pastorodney@live.com

My signature below indicates that I have read, understood, and agreed to the terms and conditions of the Student Handbook.

Student Name (Print) _____ Date _____

Student Signature _____

Staff Signature _____ Date _____