Standard of Excellence Education & Training Center, L.L.C.

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### School catalog

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***Mission:***

Standard of Excellence Education & Training Center, L.L.C. was founded in March 2013. The mission is to challenge caregivers to think before acting, listen before reacting, and care before practicing.

Standard's programs are designed to improve Milwaukee's underserved communities and vulnerable populations by developing, implementing, evaluating, and refining programs that strengthen Wisconsin's healthcare workforce and connect skilled health professionals to needy communities.

***Standard's Values Statement:***

We offer programs and services that meet the individual needs of employers, employees, and other stakeholders in healthcare. Our Values Statement aims to be inclusive of targeting our three-fold training model of (1) Upward Mobility, (2) Professional Development (3) Continuing Education.

***Training Center Hours of Operation:***

The hours of operation for the training center are 9:00 am-4:00 pm (Monday-Friday)

***Objectives:***

1. To provide a positive learning environment that focuses on the development of the healthcare professional.

2. To produce certified healthcare workers who can execute work, their employer must render quality care competently.

3. Ensure that employees meet training requirements outlined by State regulatory agencies.

4. To provide employees with current information to meet the changing needs

of clients.

5. A robust and all-inclusive curriculum meets students' healthcare skills and career interests.

6. Quality continuing education programs for professionals licensed in their field.

7. New possibilities for persons pursuing new careers in health care.

8. Relaxed learning environment for the development of healthcare-related skills.

9. To produce an adequate supply of well-trained long-term care workers.

10. Programming that encourages caregivers to stay in the long-term care workforce.

11. Preparing caregivers to meet the demands of a growing number of consumers who will need them.

12. Excellent customer service to each student.

**WHOM TO CONTACT:**

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***Introduction:***

Standard of Excellence Education & Training Center, L.L.C. employees are certified trainers through the University of Wisconsin Green-Bay, Community Based Services, and the American Red Cross. Our programs are approved through the Wisconsin Department of Health Services, Quality Assurance Nursing Assistant Division, and Wisconsin Department of Safety and Professional Services Division Education Approval Program.

***Administration and Staff:***

Our founder, C.E.O. Rosland Anderson, has been training for 15 years. She is a United States Army Reserves veteran, where she spent eight years. In addition, she teaches the importance of why a caregiver should be healthy, vital in body, patient, compassionate and kind, organized, and able to maintain inner strength. She believes that cheerfulness and a sense of humor go a long way and the importance of dependability. Dependability is crucial since clients or patients may utterly depend on their caregivers. Caring for someone can easily lead to exhaustion, so caregivers must care for themselves and know their limitations.

She brings over 15 years of experience in long-term healthcare, where she worked as Vice President of Operations. Her duties were policy and procedure development, audits, case management supervision, payroll, management training, job placement, accounts receivable and payable, marketing, and reporting. She has an undergraduate degree in Business Administration from Cardinal Stritch University, is a state CBRF Certified trainer, and is an American Red Cross Instructor.

Our C.O.O. has an undergraduate degree in Education from U.W.M. and Has over eight years of experience in the long-term healthcare field as C.E.O. of Fulcrum, LLC PEO Agency specializing in audits, plans of correction, policy development, and employee development. As our C.O.O., his responsibilities include; curriculum development, handling grievance procedures, policy enforcement, and testing integrity.

Our R.N. instructors have over 20 years of experience in the long-term healthcare field. Their current duties include; direct instruction, skill evaluation, and state and national certification preparation for C.N.A. and Phlebotomy.

Standards incorporate a job placement component in all programs and services. Students' employment attainment and progression measure our success through professional development.

***School Self-Evaluation Process:***

Students will be asked to complete evaluations to obtain objective information about each program and its improvements. The evaluations are designed to:

* To better understand our student's needs and how to meet those needs.
* Design objectives that are more achievable and measurable.
* Monitor progress toward goals more effectively and efficiently.
* Develop a process for complaints, resolve them, and increase our program's productivity and effectiveness.
* It will also help improve the effectiveness and growth of our programs.

***Facilities:***

Standard of Excellence Education & Training Center, L.L.C. is at 6914 West Appleton Avenue, Milwaukee, WI 53216.

The facility is over +10,000 square feet and comprises five classrooms, one hands-on care lab, an onsite clinical laboratory, a student lounge, administrative offices, and an assembly hall for conferences and completion ceremonies.

***Equipment:***

The facility has six T.V.'s, fifteen Chromebooks, four DVD players, twenty adult manikins, eight infant manikins, twelve AED machines, two Patient Aid 34" x 52" Positioning Bed Pad with Handles, two VIEUR Multifunctional Nursing Training Manikin Simulator Model Mannequins, two Health O Meter 402lb Mechanical Beam Scales, three Fixture Display Portable Sink Self Contained Hand Washing Stations, seven wheelchairs, one walker, two sets of crutches, one cane, two AUVON DS-W Blood Sugar Test Kits, nine IV Practice Arms-Phlebotomy and Venipuncture, two ZOETOUCH Digital Body Weight Bathroom Scale, two iProven Dt-R1221 A.W.G. Medical Thermometer, Oral & Rectal Thermometer with Fever Indicator, one Drive Medical Heavy Duty Bariatric Folding Commode, one Invacare Painted Hydraulic Lift, two Vibeey Thermometer for Adults, Digital Non-Contact Forehead Infrared Thermometer with Fahrenheit Reading for Baby and Adults, two [Dixie E.M.S. 5 Cuff Blood Pressure Aneroid Kit System - Infant, Child, Adult, Large Adult, Thigh (Blue)](https://www.amazon.com/gp/product/B000ZYMLP8/ref=ppx_yo_dt_b_asin_title_o02_s00?ie=UTF8&psc=1), two [Medvice Manual Blood Pressure Cuff - Universal Size Aneroid Sphygmomanometer - Nurses B.P. Monitor - Best Adult B.P. Machine](https://www.amazon.com/gp/product/B0848K8XJH/ref=ppx_yo_dt_b_asin_title_o03_s00?ie=UTF8&psc=1), one Premium CYNAMED USA 157 Pieces Instruments K.I.T. Scissors Forceps Needle Holder Scalpel Handel Stainless Steel All in O.N.E., one KLKLKL 4D Anatomical Assembly Model, Learning Resources, Human Torso Body, Science Classroom Demonstration Tools,15/23 Removable Parts, one [Surgical Online Tactical Black Set of 3 pcs Aluminum Sensory Tuning Forks C 128 512 + Taylor Percussion Hammer Mallet](https://www.amazon.com/gp/product/B072FRYQHM/ref=ppx_yo_dt_b_asin_title_o09_s01?ie=UTF8&psc=1), [Cynamed 2-in-1 Ear Scope Set - Multi-Function Otoscope for Ear, Nose & Eye Examination- Kit for Home and Medical Students - Sight Chart, Replacement Tips, and Carry Case](https://www.amazon.com/gp/product/B0877B42LX/ref=ppx_yo_dt_b_asin_title_o09_s01?ie=UTF8&psc=1), two AdirMed Luxe Upholstered Blood Drawing Chair – Padded Phlebotomy Seat w/Adjustable Armrest & Steel Framing, and two Good Time Medical Exam Tables.

**Admission Requirements for Medical Assistant, Phlebotomy & C.N.A. Training:**

1. Applicant must be 18 years or older
2. Applicants must have a high school diploma or G.E.D. Certificate.
3. Payment of full tuition or the first payment toward a payment plan must be made within two weeks of the start date.

**Admission Requirement for CBRF Training:**

1. Applicant must be 18 years or older
2. A high school diploma or G.E.D. is not required
3. Payment of full tuition or the first payment toward a payment plan must be made before the class start date.

**2024-2025 Holiday Schedule:**

* No classes will be held if the holiday falls on a weekday (Monday-Friday)
* Thanksgiving Day
* Good Friday
* 4th of July
* Labor Day
* Memorial Day

The training center is closed for a holiday break from December 23 until January 15.

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| ***How To Apply:***  Each new student must complete a Student Assessment Data Form (the form can be obtained at [www.seetctraining.com](http://www.seetctraining.com)). The data form currently requests the following information, including demographics: What do you hope to gain from this training? What training have you already completed? Have you worked with clients with developmental or physical disabilities before? If yes, when and how long? Are you currently employed? Name of the employer? Wage? The number of hours working?  Standard maintain documentation of the approved pieces of training, including the instructor approval number, the name of the employee/trainee training topic, and the date training was completed.  Other student data is linked to employment, additional vocational training, and connections between instructor and student for short-term goal development. |
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| ***Acceptance and Notification:***  All students can apply for admission to any training program by completing a Student Assessment & Enrollment Form. Upon receiving the Student Assessment & Enrollment Form, an admissions counselor will reach out to a student by phone or email within 72 hours to inform the student of the denial or entrance and the next steps.  ***Application Deadline:***  The deadline to apply for all programs is at least fourteen days in advance. Classes are filled on a first-come, first-served basis and with limited seating.  ***Training Description:***  **Community-Based Residential Facility (CBRF)**  The CBRF program is designed to**prepare students entering the healthcare training field at the entry level. The training benefits are that students will** learn about persons w developmental disabilities and physical delays.  They will be trained to understand and adequately document challenging behaviors.  Understand legal terminology in dealing with client rights.  Learn how to administer medication properly, identify drugs and possible side effects, and what to do in case of a medication error.  Learn OSHA standards, OSHA safety for assisted living, and how to handle exposure incidents.  **Program Benefits:**  Students will receive a certificate of completion. Students are added to the Wisconsin Community-Based Care and Treatment Training**Registry** for Medication, Standard Precautions, Fire Safety & First Aid w/ Choking.  **Hours of Training:** 30.0  **Session Beginning & Ending Dates**:  **Length of Training:** 1 week  **Fees and Tuition:**  Cost of training program services (per person, per session)   |  | | --- | | Tuition: $740.00 | | Books: $50.00 | | Supplies/Materials $25.00 | | Other Fees: $122.00 | | **Total Cost: $937.00** |     **Class Schedule:**  Monday-Friday 9:00 am- 3:15 pm  **Refund Policy:**  The student will receive a full refund of all money paid if the student:   1. Cancels within the three-business-day cancellation period and SPS 406.03. 2. Accepted was unqualified, and the school did not secure a disclaimer under SPS 409.14. 3. Enrollment was procured as the result of any misrepresentation in the school's written materials or oral representations made by or on behalf of the school.   Refunds will be made within ten business days of cancellation.  A student who withdraws or is dismissed after attending at least one class but before completing 60% of the instruction in the current enrollment period is entitled to a pro-rata refund.   |  | | --- | | **At Least But Less Than Refund of Tuition** | | 1 unit/class 10% 90% | | 20% 20% 80% | | 30% 30% 70% | | 40% 40% 60% | | 50% 50% 50% | | 60% 60% 40% | | 60% no-no refund |   The school will try to refund prepaid amounts for books, supplies, and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction and withdrawal is due to mitigating circumstances beyond the student's control, the school may refund a pro-rata amount.  A written notice of withdrawal is not required.  **Constructive Notice of Withdrawal:**  Students are encouraged to withdraw by written notification or directly to speak to the school administrator, but any withdrawal mode will be recognized. Students will be administratively withdrawn after missing two consecutive classes. Should a student not attend two weeks of successive courses, the student will be automatically expelled from the school. A refund per the refund policy will be applied if applicable.  **Certified Nursing Assistant (C.N.A.)**  The Certified Nurse Aide program provides the highest quality education and skill training to prepare students to become professionals and safe and competent healthcare team members. Students are prepared to take and pass the Wisconsin Certification exam and have the necessary skills to gain employment as a Certified Nurse Aide (C.N.A.). Graduates become pioneers on their first steps toward upward educational and financial mobility.  **Program Benefits:**  Students receive a certificate of completion. The Nurse's Aide Registry placement is contingent upon passing the Wisconsin certification skills and knowledge exam.  **Hours of Training:** 91.0  **Session Beginning & Ending Dates**:  **Length of Training**: 4 weeks + 2 Clinical Days  **Fees and Tuition:**  Cost of training program services (per person, per session)   |  | | --- | | Tuition: $1,970.00 | | Books: $200.00 | | Supplies/Materials $120.00 | | Other Fees: $307.00 | | **Total Cost: $2,597.00** |     **Class Schedule:**  Monday-Friday 9:00 am- 3:00 pm  **Refund Policy:**  The student will receive a full refund of all money paid if the student:   1. Cancels within the three-business-day cancellation period and SPS 406.03. 2. Accepted was unqualified, and the school did not secure a disclaimer under SPS 409.14. 3. Enrollment was procured as the result of any misrepresentation in the school's written materials or oral representations made by or on behalf of the school.   Refunds will be made within ten business days of cancellation.  A student who withdraws or is dismissed after attending at least one class but before completing 60% of the instruction in the current enrollment period is entitled to a pro-rata refund.   |  | | --- | | **At Least But Less Than Refund of Tuition** | | 1 unit/class 10% 90% | | 20% 20% 80% | | 30% 30% 70% | | 40% 40% 60% | | 50% 50% 50% | | 60% 60% 40% | | 60% no-no refund |   The school will try to refund prepaid amounts for books, supplies, and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction and withdrawal is due to mitigating circumstances beyond the student's control, the school may refund a pro-rata amount.  A written notice of withdrawal is not required.  **Constructive Notice of Withdrawal:**  Students are encouraged to withdraw by written notification or directly to speak to the school administrator, but any withdrawal mode will be recognized. Students will be administratively withdrawn after missing five consecutive classes. Should a student not attend two weeks of successive courses, the student will be automatically expelled from the school. A refund per the refund policy will be applied if applicable.  **Phlebotomy Certification**  Phlebotomy is typically making a puncture in a vein with a cannula to draw blood from the patient's arm. The procedure itself is known as venipuncture. A person who performs Phlebotomy is called a "phlebotomist."Standard's Phlebotomy Certification course prepares students to receive their National Certification as a Phlebotomy Technician through the National Health Career Association (N.H.A.). Certifications are standardized, widely accepted symbols of achievement for health science students who want to start a job as a Certified Phlebotomist.  **Program Benefits:**  Students receive a diploma of completion. The National Healthcare Association Registry placement is contingent upon passing the national knowledge exam.  **Hours of Training:** 180.0  **Session Beginning & Ending Dates**:  **Length of Training**: 6 weeks  **Fees and Tuition:**  Cost of training program services (per person, per session)   |  | | --- | | Tuition: $3,914.00 | | Books: $200.00 | | Supplies/Materials $500.00 | | Other Fees: $186.00 | | **Total Cost: $4,800.00** |     **Class Schedule:**  Monday-Friday 9:00 am- 3:00 pm  **Refund Policy:**  The student will receive a full refund of all money paid if the student:   1. Cancels within the three-business-day cancellation period and SPS 406.03. 2. Accepted was unqualified, and the school did not secure a disclaimer under SPS 409.14. 3. Enrollment was procured as the result of any misrepresentation in the school's written materials or oral representations made by or on behalf of the school.   Refunds will be made within ten business days of cancellation.  A student who withdraws or is dismissed after attending at least one class but before completing 60% of the instruction in the current enrollment period is entitled to a pro-rata refund.   |  | | --- | | **At Least But Less Than Refund of Tuition** | | 1 unit/class 10% 90% | | 20% 20% 80% | | 30% 30% 70% | | 40% 40% 60% | | 50% 50% 50% | | 60% 60% 40% | | 60% no-no refund |   The school will try to refund prepaid amounts for books, supplies, and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction and withdrawal is due to mitigating circumstances beyond the student's control, the school may refund a pro-rata amount.  A written notice of withdrawal is optional.  **Constructive Notice of Withdrawal:**  Students are encouraged to withdraw by written notification or directly by speaking to the school administrator, but any withdrawal mode will be recognized. Students will be administratively withdrawn after missing five consecutive classes. Should a student not attend two weeks of successive courses, the student will be automatically expelled from the school. A refund per the refund policy will be applied if applicable.  **Medical Assistant Certification**  Medical Assistants perform routine administrative and clinical tasks to keep the offices and clinics of physicians, podiatrists, chiropractors, and optometrists running effectively. Standard's Medical Assistant Certification course to prepare students to receive their National Certification as a Medical Assistant through the (N. H. A.) certifications are standardized, widely accepted symbols of achievement for health science students who want to start a job as a Certified Medical Assistant.  **Program Benefits:**  Students receive a diploma of completion. The National Healthcare Association Registry placement is contingent upon passing the national knowledge exam.  **Hours of Training:** 360.0  **Length of Training**: 12 weeks  **Session Beginning & Ending Dates**:  **Fees and Tuition:**  Cost of training program services (per person, per session)   |  | | --- | | Tuition: $6,390.00 | | Books: $295.00 | | Supplies/Materials $100.00 | | Other Fees: $225.00 | | **Total Cost: $7,010.00** |     **Class Schedule:**  Monday-Friday 9:00 am- 3:00 pm  **Refund Policy:**  The student will receive a full refund of all money paid if the student:   1. Cancels within the three-business-day cancellation period and SPS 406.03. 2. Accepted was unqualified, and the school did not secure a disclaimer under SPS 409.14. 3. Enrollment was procured as the result of any misrepresentation in the school's written materials or oral representations made by or on behalf of the school.   Refunds will be made within ten business days of cancellation.  A student who withdraws or is dismissed after attending at least one class but before completing 60% of the instruction in the current enrollment period is entitled to a pro-rata refund.   |  | | --- | | **At Least But Less Than Refund of Tuition** | | 1 unit/class 10% 90% | | 20% 20% 80% | | 30% 30% 70% | | 40% 40% 60% | | 50% 50% 50% | | 60% 60% 40% | | 60% no-no refund |   The school will try to refund prepaid amounts for books, supplies, and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction and withdrawal is due to mitigating circumstances beyond the student's control, the school may refund a pro-rata amount.  A written notice of withdrawal is optional.  **Constructive Notice of Withdrawal:**  Students are encouraged to withdraw by written notification or directly by speaking to the school administrator, but any withdrawal mode will be recognized. Students will be administratively withdrawn after missing five consecutive classes. Should a student not attend two weeks of successive courses, the student will be automatically expelled from the school. A refund per the refund policy will be applied if applicable. |
| **POLICIES, RULES, AND REGULATIONS:** |
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| ***Advanced Standing:***  Standard of Excellence Education & Training Center, L.L.C. does not award a degree to students who complete the program. Standards Training Center does not offer advanced standing for other programs taken from other institutions. However, transcripts and letters of reference are acceptable proof of items submitted and added to students' academic files.  ***Student Progress:***  **Grading System**  Class component credits instead of points are awarded to each student who has passed a chapter assessment.  **Examinations**  A passing grade is at least (75%) proficiency while failing is (74%) and lower.  After every chapter, knowledge examinations are given, and skill examinations are given according to the exercise listing. A student must average seventy-five percent per chapter to pass the training, and the student is given two opportunities to pass a chapter test.   1. ***CBRF***-After each component; students will complete an exam. There are four exams, and students will have two attempts on each. Students are allowed to refer to the Participant Guide during tests. Each component exam is graded on a 90% and above pass or fail system, 89% and below. The 90% or above passing grade is a UWGB testing protocol requirement but only for this course. Each participant who does not attain a passing score may retake the test one time on the same day. A second failure requires the participant to retake the course. After the successful completion of each exam, students are awarded a certificate. 2. ***C.N.A.:*** After each chapter, students will complete a chapter exam. There are 10 chapter exams, and students will have two attempts each. After completing the course, students will take a final exam and a skills assessment. Each chapter exam is graded on 75% and above pass or fail system, 74% and below. 3. ***Phlebotomy-***After each unit; students will complete a unit exam. There are 11 chapters and four units; students will have two attempts each. After completing the course, students will take a national exam. Each unit exam is graded on 75% and above pass or fail system, 74% and below. 4. ***Medical Assistant***- Students will complete a unit exam after each unit. There are 26 chapters; students will have two attempts each. After completing the course, students will take a national exam. Each section exam is graded on 75% and above pass or fail system, 74% and below.   **Criteria for Completion**  Students must pass all the required components and adhere to the attendance policy.  **Progress Reports**  To ensure that record students are informed of their program progress, students will receive one progress report mid-session. At the end of the session, students will receive a "final grade" as a final performance report. Students will be notified halfway through a course if they are unlikely to fail and be placed on academic probation (below 74%). The notification will come within three days after the close of the mid-session. This notice encourages the student to consult with the instructor to determine whether the student should drop the course, seek tutoring, or pursue other means to rectify the situation. Any discrepancies in the information should be addressed with instructors as soon as possible. Instructors report final grades at the end of each session.  ***Student Records:***  **Privacy of Student Records**  Personally identifiable information, including grade reports, will be released to students unless a student requests explicitly writing that this is not be done. Students can inspect and review their training records as the Training Department keeps them.  **Record Retention**  This policy ensures that necessary records and documents are adequately protected and maintained. Furthermore, ensure that records are no longer needed by Standard of Excellence Education & Training Center, L.L.C., or are of no value are discarded six years afterward. All student transcripts will be permanently kept. In addition, Standard of Excellence will maintain the following within each student record: all skill checklists, written or electronic tests and quizzes, attendance records, documentation of the training that was conducted and identification of the instructor who taught the training, a copy of the student's certificate of completion and any other relevant training records.  **Record Confidentiality**  The student, teachers, and school administrators have access to the school's files or records maintained on students; this includes the right to inspect, review and obtain copies of these records. As part of the intake process, students will authorize writing access to store their records on file. And to ensure the confidentiality of student records, only those authorized to view student files will have access. Auditing state or federal government officials and state educational authorities also have the right to view student files in certain circumstances.   **Individual Student File**  Standards will be retained explicitly in each student file: all skill checklists, written or electronic tests, quizzes, attendance records, B.I.D. (Background Information Disclosure) form and results, documentation of the training conducted, identification of the instructor who taught the training, a copy of the student's certificate of completion, and other relevant training records.  **Academic Probation**  Academic probation is given to students who have a 74% or below. It is a period during which students are allowed to improve their grades and test scores. Students placed on academic probation are notified that their continuance in a program is contingent upon improved future performance. Academic probation is removed when the student completes all coursework with passing grades.  Students will be notified in writing via email when placed on or removed from academic probation.  **Dismissal of Students**  A student who meets the following criteria is in ***good academic*** standing:   1. The student has received grades of 75% or above. 2. The student has maintained attendance according to program requirements. 3. The student has not violated the student conduct guidelines in the "Student Conduct" section.   Students in ***good academic*** standing may continue to progress through the curriculum without conditions.  A student who meets the following criteria needs to be in better ***academic*** standing and is on academic probation. The student may be referred to the Readmission Committee for review up to and including dismissal from a program:   1. Student grades are at 74% or below. 2. Student absences are above the allowable days. 3. The student demonstrates a continued pattern of documented unprofessional behavior despite attempts at remediation; or 4. The student has not met the conditions associated with academic probation.   **Readmittance**  To be considered for readmission, complete the steps below 30 days before class starts.   * Complete the student registration form. * Submit the following to the Readmission Committee at the address below: * A progress report from the instructor of each program you are currently enrolled in if you are taking classes at another institution at the time of application for readmission.   **Readmission Committee** Standard of Excellence Education & Training Center, LLC  6914 West Appleton Avenue  Milwaukee, WI 53216  The readmission committee determines the decision to readmit. Petitioning for readmission does not guarantee automatic readmission. |

**Student Conduct:**

At Standards Training Center, all students must adhere to the student behavior policies outlined in the Student Conduct Code. Responsibility is not diminished for acts violating the Code committed under the influence of illegal or controlled substances, including alcohol and prescribed medications. Any student found to have committed any following misconduct is subject to dismissal.

* [Abusive Behavior](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx" \l "abusivebehavior)
* [Academic Integrity](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#academicintegrity)
* [Alcoholic Beverages](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#alcoholicbeverages)
* [Computer and Network Violations](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#computernetworkviolations)
* [Discrimination](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#studentdiscrim)
* [Dishonesty](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#studishonesty)
* [Electronic Media Violations](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#electronicmediavio)
* [Harassment of Other Students, Student Groups, or Third Parties](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#harassment-students)
* [Harassment of Employees](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#harassment-employees)
* [Illegal/Controlled Substances](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#illegalsubstances)
* [Posting Policy](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#postingpolicy)
* [Property Misuse/Damage/Vandalism](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#propertydamagevandal)
* [Retaliation](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#retal)
* [Sexual Misconduct](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#sexualmiscon)
* [Smoking](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#smokingpol)
* [Soliciting](https://www.chapman.edu/students/policies-forms/student-conduct/conduct-code.aspx#soliciting)

A student dismissed may appeal the dismissal to the readmission board in writing. Appeal documents will be reviewed, and a decision will be made and reported to the student within 30 calendar days. If the appeal is approved, the student will be readmitted. If the request is denied, then the dismissal is final.

**Leave of Absence:**

Standards Training Center does not grant leave of absence.

**Attendance:**

Instructors are required to take a daily roll call before class; students must also sign in. If a student is absent, they should notify their instructor. Attendance is reported weekly to the admissions team. Attendance must be maintained at 85% or higher to remain enrolled.

**Tardiness:**

Students must arrive at most fifteen minutes late to be allowed into class. A student is marked tardy if not in the classroom fifteen minutes after the class has begun. Ten tardies will be removed from the program, and students must reapply. Each tardiness counts as one-half day.

**Make-ups:**

Arrangements must be made with the instructor. Assignments and projects not completed on schedule during a course must be made up within the time frame of that course. Due to absences, grading make-up work is on a pass/fail basis.

**Student Complaints:**

**Grievance Procedure & Policy**Standard of Excellence Education & Training Center, L.L.C. is committed to providing equal opportunity in all service delivery and prohibiting discrimination based on protected group status.

Equal opportunity in service delivery means:

Equal access to program services

Similar benefits from program services

Equal treatment within program services

**About Title VI**

Title VI is the Policy of Standard of Excellence Education & Training Center, L.L.C., to ensure full compliance with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities.

Title VI and related statutes require that no person in the United States be excluded from participation based on race, color, national origin, sex, age, disability, low income, or limited English proficiency (L.E.P.). Alternatively, be denied the benefits of or be otherwise subjected to discrimination under any program or activity of the department.

​Submit Complaints to:

**Henry Anderson, C.O.O**

**Standard of Excellence Education & Training Center, LLC**

**6914 West Appleton Avenue  
Milwaukee, WI 53216**

**Telephone: (414) 290-7597  
Fax: (414) 434-2627  
Email:** [**henrya@seetctraining.com**](mailto:henrya@seetctraining.com)

**Tuition and Fees:**

**CBRF Fees and Tuition:**

Cost of training program services (per person, per session)

|  |
| --- |
| Tuition: $740.00 |
| Books: $50.00 |
| Supplies/Materials $25.00 |
| Other Fees: $122.00 |
| **Total Cost: $937.00** |

(All registration fees are included in pricing.)

**C.N.A. Fees and Tuition:**

Cost of training program services (per person, per session)

|  |
| --- |
| Tuition: $1,970.00 |
| Books: $200.00 |
| Supplies/Materials $120.00 |
| Other Fees: $307.00 |
| **Total Cost: $2,597.00** |

(Testing fees are included in pricing. Program costs that are not covered include a background check, Covid-19 testing/screening, vaccinations, uniforms, shoes, blood pressure cuffs, or stethoscopes.)

**Phlebotomy Fees and Tuition:**

Cost of training program services (per person, per session)

|  |
| --- |
| Tuition: $3,914.00 |
| Books: $200.00 |
| Supplies/Materials $500.00 |
| Other Fees: $186.00 |
| **Total Cost: $4,800.00** |

(Testing fees are included in pricing. Program costs that are not covered include a background check, Covid-19 testing/screening, vaccinations, uniforms, or shoes.)

**Medical Assistant Fees and Tuition:**

Cost of training program services (per person, per session)

|  |
| --- |
| Tuition: $6,390.00 |
| Books: $295.00 |
| Supplies/Materials $100.00 |
| Other Fees: $225.00 |
| **Total Cost: $7,010.00** |

(Testing fees are included in pricing. Program costs that are not covered include a background check, Covid-19 testing/screening, vaccinations, uniforms, shoes, blood pressure cuffs, or stethoscopes.)

**Installment payments:**

Any student wishing to make a payment arrangement for their program of choice requires one half down, and the remaining half must be made before program completion. Students with a remaining balance will be allowed access to scheduled exams or clinicals.

The school provides all books, materials, and supplies listed under fees and tuition. The student must provide all non-covered costs.

**Cancellation and Refunds:**

The student will receive a full refund on all money paid if the student:

1. Cancels within the three-business-day cancellation period under SPS 406.03;
2. Accepted was unqualified, and the school did not secure a disclaimer under SPS 409.04;
3. Enrollment was procured as the result of any misrepresentation in the school's written materials or oral representations made by or on behalf of the school.

Refunds will be made within ten business days of cancellation.

A student who withdraws or is dismissed after attending at least one class but before completing 60% of the instruction in the current enrollment period is entitled to a pro-rata refund as follows:

|  |
| --- |
| **At Least But Less Than Refund of Tuition** |
| 1 unit/class 10% 90% |
| 20% 20% 80% |
| 30% 30% 70% |
| 40% 40% 60% |
| 50% 50% 50% |
| 60% 60% 40% |
| 60% no-no refund |

As part of this policy, the school may retain a one-time application fee of no more than $100.00. the school will make every effort to refund prepaid amounts and other charges. A student will receive the refund within 40 days of the termination date. If a student withdraws after completing 60% of the instruction and withdrawal is due to mitigating circumstances beyond the student's control, the school may refund a pro-rata amount.

A written notice of withdrawal is not required.

**Constructive Notice of Withdrawal:**

Students are encouraged to withdraw by written notification or directly to speak to the school administrator, but any withdrawal mode will be recognized. Students will be administratively withdrawn after missing five days of classes. Should a student not attend for five days, the student will be automatically removed from the school, and a refund per the refund policy will be applied if applicable.

**Program Curriculum:**

**CBRF Certification/C.E.U. Review**

**Class Instruction (30 Hours)**

The students will learn about persons who have developmental disabilities and physical delays.  They will be trained to understand and adequately document challenging behaviors.  Understand legal terminology in dealing with client rights.  Learn how to administer medication properly, identify drugs and possible side effects, and what to do in case of a medication error.  Learn OSHA standards, OSHA safety for assisted living, and how to handle exposure incidents. The University of Wisconsin Green Bay regulates our CBRF course. Successful completion requires students to have the necessary classroom hours.

Standard Precautions-2.0 hours  
Many different types of germs and pathogens cause disease. One of the responsibilities of a caregiver is to help provide residents with a safe and healthy place to live. Students will learn about their role in preventing the spread of germs and infections, describe how diseases happen, define infection control and standard Precautions, and how to use personal protective equipment.

First Aid & Procedures to Alleviate Choking-4.0 hours  
The purpose of the American Red Cross First Aid/CPR/AED and the First Aid with Choking for CBRF program for the responder is to provide students with the knowledge and skills necessary to help sustain life and minimize the consequences of injury or sudden illness until advanced medical help arrives. Students will learn to identify and recognize emergencies and make appropriate decisions for first-aid care.

Management & Administration of Medication-14.0 hours   
Assisting residents with medications is an essential task. Many residents move into assisted living facilities because they can no longer manage the medicines they take. With assistance, residents can enjoy improved health and wellness. All assisted living caregivers must complete the training required by the state before they can help any assisted living resident with medications. Medication assistance training consists of many practical lessons about drugs: the caregiver's role, monitoring resident health and medication use, assisting with medications, and reporting medication assistance.

Fire Safety-4.0 hours

Fire safety refers to precautions to prevent or reduce the likelihood of a [fire](http://en.wikipedia.org/wiki/Fire) resulting in death, injury, or property damage to alert those in a structure to an [uncontrolled fire](http://en.wikipedia.org/wiki/Conflagration) if one occurs. Staff will learn the basics of fire safety, including identifying the stages of a fire, how a fire spreads, extinguishing methods, and precautions in working with flammable materials. Staff will also learn to run fire drills and other crucial life-saving information.

Residents Rights & Grievance Procedures-2.0 hours  
There are specific rights for residents living in a CBRF Facility. Each participant will be trained to protect residents' rights and ensure that no one violates residents' rights. Students will learn the Grievance Procedure if a resident makes a complaint.  
  
ClientGroup-Specific-.30 hours   
Many conditions result from the natural aging process, while others are from ongoing health problems developed earlier in life. Students will be trained to identify signs and symptoms of conditions related to aging and essential things to remember when caring for residents with these conditions.  
Needs Assessment and Individual Service Plan-1.0 hours  
Before a resident enters a CBRF facility, a pre-admission needs assessment is done to determine whether the facility can provide adequate care to meet the resident's needs and assess the level of service or supervision required. Students will complete a pre-admission needs assessment and development.

Recognizing and Responding to Challenging Behaviors-.30 hours  
Caregivers in the CBRF need to have a basic knowledge and understanding of the challenging behaviors that may occur because of a client diagnosed with a developmental disability, physical delay, dementia, and dementia-related illnesses. Students will learn what may be causing behaviors, how they might prevent them, and how to solve the associated problems.  
  
Dietary Needs, Menu Planning, Food Preparation & Sanitation-1.0 hours  
Although students may not plan a resident's menu, there are things that they can do to make the resident's meal meet the individual resident's preferences and nutritional needs. Students will learn what makes a resident's diet "balanced" and the importance of meal planning. They will be introduced to the Food Guide Pyramid as a guideline for determining if a diet is nutritious.  
  
Assisting with Personal Cares-1.0 hours

This training is also valuable for those who care for the advanced aged or mentally & physically disabled. It provides caregivers with an understanding of caring for a loved one. It knows how to provide care through a 1-hour module covering the following: Assisting with the Personal Care-importance of bathing, hair washing, shaving, nail care, mouth care, and proper documentation.

**Certified Nursing Assistant (91.0 hours)**

The Certified Nurse Aide program provides the highest quality education and skill training to prepare students to become professional, safe, competent healthcare team members. Students are prepared to take and pass the Wisconsin Certification exam and have the necessary skills to gain employment as a Certified Nurse Aide (C.N.A.). Graduates become pioneers on their first steps toward upward educational and financial mobility.

Our program enrolls eight students every six weeks with eight sessions per year. The benefits of the program are smaller class sizes. According to an article by Parents Across America, Smaller class sizes have proven beneficial for students to obtain higher test scores, better grades, and exhibit better attendance. The Wisconsin Department of Health Services regulates our nursing assistant course. Successful completion requires students to have completed 91-course hours in the classroom, skills lab, and clinical setting.

Course Content:

**Interpersonal Communication and Social Interaction-12.0 hours/1.0 clinical hours**

The program includes the theory of and practices in communicating and interacting on a one-to-one basis with a client, serving as part of a team implementing client care objectives, and demonstrating sensitivity to a client's emotional, social, and psychological needs through directed interactions. The course also teaches skills that enable expressions of age-appropriate behavior by allowing clients to make personal choices and reinforcing behavior supporting a client's dignity.

**Essential Nursing Skills-33.0 hours/3.0 clinical hours**

The program includes the theory of and practices in basic nursing skills, including bed making, taking vital signs, measuring height and weight, caring for the client's environment, measuring fluid and nutrient intake and output, assisting in the provision of proper nutritional care, walking or transferring the client using body mechanics and appropriately selected equipment about principles of client care ergonomics, and maintaining infection control and safety standards.

**Personal Care Skills-9.0 hours/3.0 clinical hours**

The program shall include the theory and practice of basic personal care skills, including bathing, mouth care, grooming, dressing, toileting, and assistance with eating, hydration, and skincare.

**Essential Restorative Services-7.0 hours/3.0 clinical hours**

The program includes the theory of and practices in providing restorative services. Essential beneficial services include the application of assistive devices for ambulation; eating and dressing; maintenance of a range of motion through appropriate exercises; proper turning and positioning both in bed and chair; proper transferring techniques; bowel and bladder training; and care and use of prosthetic devices such as hearing aids, artificial eyes, and artificial limbs.

**Rights of Clients-7.0 hours-1.0 clinical hours**

The program provides instruction on the principles and requirements of clients' rights.

**Dementias-7.0 hours/1.0 clinical hours**

The program includes instruction about dementia and specific techniques for meeting clients' basic needs with dementia.

**Phlebotomy Program (180.0 hours)**

According to Wikipedia.com, Phlebotomy typically punctures a vein with a cannula to draw blood from the patient's arm. The procedure itself is known as venipuncture. A person who performs Phlebotomy is called a "phlebotomist." Wisconsin has no federal requirement for phlebotomy certification, but those that acquire certification are more likely to find work than those without certification. Standard's Phlebotomy Certification course will run for six weeks to prepare students to receive their National Certification as a Phlebotomy Technician through the National Health Career Association (N.H.A.). Certifications are standardized, widely accepted symbols of achievement for health science students who want to start a job as a Certified Phlebotomist. Successful completion requires students to have completed 9191 courses in the classroom and skills lab.

***Phlebotomy Essentials***. The Phlebotomy Essentials course teaches students First Aid, Infection Control, Venipuncture, Urinalysis, Centrifuging and processing, Physiology, Anatomy, Covid-19 Collection, and Testing.

**Unit 1: The Healthcare Setting-30.0 hours**

This unit explores Phlebotomy of the past and present and their role in the healthcare setting. It also covers quality assurance and legal issues in healthcare and discusses infection control, safety planning, first aid, and personal wellness for the phlebotomist.

List of Procedures:

* Handwashing Technique
* Cleanup Procedures for Blood and Other Body Fluid Spills

**Unit 2: Overview of the Human Body-30.0 hours**

This unit covers medical terminology, a review of human anatomy and physiology, and the function and role of the circulatory system.

**Unit 3: Blood Collection Procedures-75.0 hours**

This unit covers blood collection equipment, additives, and order of draw and venipuncture procedures. It includes preexamination and preanalytical considerations, capillary puncture equipment, principles, and techniques.

List of Procedures:

* Tourniquet Application
* Routine ETS Venipunture
* Venipuncture of Hand Vein Using a Butterfly and E.T.S. Holder
* Needle-and-Syringe Venipuncture
* Performing Veniputure Below and IV
* Steps to Follow if a Patient Starts to Faint During Venipuncture
* Fingerstick Procedure
* Heel stick Procedure
* Collection of a Capillary Blood Gas (C.B.G.) Specimen by Heel Puncture
* Newborn Screening Blood Spot Collection
* Preparing a Blood Smear From a Capillary Puncture

**Unit 4: Special Procedures-45.0 hours**

This final unit covers special collections, point-of-care testing, computers, and specimen handling and processing. It includes urine and other nonblood specimens and test and wraps up with arterial puncture procedures.

List of Procedures:

* Blood Culture Specimen Collection
* GTT Procedure
* 24-Hour Urine Collection Procedure
* Clean-Catch Urine Collection Procedure for Women
* Clean-Catch Urine Collection Procedure for Men
* Urinalysis Specimen Chemical Analysis
* hCG Pregnancy Test Procedure
* T.B. Test Administration
* Throat Culture Specimen Collection
* Modified Allen Test
* Preparing and Administering Local Anesthetic
* Radial A.B.C. Procedure

**Medical Assistant Program (360.0 hours)**

Medical Assistants perform routine administrative and clinical tasks to keep the offices and clinics of physicians, podiatrists, chiropractors, and optometrists running effectively. Standard's Medical Assistant Certification course will run for 12 weeks to prepare students to receive their National Certification as a Medical Assistant through the (CCMA) certifications. The (CCMA) certifications are standardized, widely accepted symbols of achievement for health science students who want to start a job as a Certified Medical Assistant. Successful completion requires students to have completed a minimum of 360-course hours in the classroom and skills lab.

The duties of Medical Assistants vary in office size and location, ranging from:

* Answer telephones
* Greet patients
* Update and file patient medical records
* Fill out insurance forms
* Handle correspondence
* Schedule appointments
* Arrange for hospital admission
* Laboratory services
* Handle billing and bookkeeping

**Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology.** The course covers anatomy, physiology, medical terminology, accounting, insurance processing, laboratory techniques, and clinical and diagnostic procedures. Our program requires students to receive national certification.

**Section 1: Introduction to Medical Assisting-60.0 hours**

This section describes the role of medical office care in the healthcare system, the various types of healthcare professionals, and the job responsibilities of each professional. The area covers state education requirements of physicians, lists the parts of the medical office, describes the patient-centered medical home's philosophy, and compares and contrasts various complementary and traditional medical treatments.

Content:

* The Healthcare System
* The Professional Medical Assistant
* Ethics and Law for the Medical Office
* Interacting with Patients

**Section 2: Anatomy and Physiology-120.0 hours**

This section explains why it is essential for the medical assistant to know anatomy and physiology and their relationship. List the 11 organ systems of the body, and describe the function of each. Describe homeostasis and its importance to the human body. Identify body plans, body regions, and relative positions using anatomic terms. Describe the cell membrane and the various mechanisms that transport substances across the cell membrane. List the four main types of tissue found in the body. Describe the general characteristics of connective tissue, list three types of connective tissue cells, and state each function. Lastly, explain the differences between a skeletal, smooth, and cardiac muscle structure, location, and control.

Content:

* Anatomy and Physiology
* Levels of Organization
* Organ Systems
* Homeostasis
* Anatomic Terms
* Cell Structure and Function
* Structure of the Generalized Cell
* Cell Functions
* Tissues and Membranes
* Body Tissues
* Boby Membranes

**Section 3: Clinical Component-80.0 hours**

This section defines the microorganism and gives examples of types of microorganisms. Defines medical asepsis. List the six basic requirements for the growth and multiplication of microorganisms. Explain how proper handwashing helps to prevent the transmission of microorganisms. Explain the purpose of OSHA and the importance of following OSHA requirements. List the steps that must be taken following an exposure incident. List examples of regulated and medical waste and explain the spread of bloodborne disease.

Content:

* Introduction to Medical Asepsis and the OSHA
* Growth Requirements for Microorganisms
* Infection Process Cycle
* Protective Mechanisms of the Body
* Medical Asepsis in the Medical Office
* Control Measure
* Regulated Medical Waste
* Bloodborne Diseases

**Section 4: The Medical Record-100.0 hours**

This section covers the types of medical records. Explains medical record formats. The administrative area of the medical record. The clinical team of the medical record. The patient's health history and documentation.

Content:

* Paper-Based and Electronic Health Records
* Source-Orientated and Problem-Oriented Records
* Format of the Electronic Health Record
* Patient Registration Record
* Other Administrative Forms
* Database
* Progress Notes
* Laboratory Data
* Continuity of Care
* Components of the Health History

**Employment Services:**

Standard of Excellence Education & Training Center, L.L.C. offers job placement services. We adhere to the Wisconsin Administrative Code s. SPS 409.02 when assisting our students. We have partnership agreements between hospitals, assisted living facilities, and clinics, and they have agreed to interview and recruit at the school. To prepare our students, we offer resume assistance and interviewing skills.

We maintain records and data of students referred, where students are placed, completion rates, and graduates' employment success.

Standards Training Center does not guarantee employment.