

Back to Home Training Center Nurse Aide Training (NAT) / Home Health Aide (HHA) Training Program

SCHOOL CATALOG

LICENSURE DISCLOSURE

Back to Home Training Center, LLC is licensed by the **Commonwealth of Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools**. Licensure indicates compliance with minimum state standards and does not constitute endorsement. Back to Home Training Center, LLC Nursing Aide Training program is approved by the MA Department of Public Health's Nurse Aide Registry.

For concerns, contact the Office of Private Occupational Schools, Division of Occupational Licensure: One Federal Street, Boston, MA 02110 | Phone: 617-701-8719 | Email: occupational.schools@mass.gov.

MISSION, VISION, AND VALUES.

Mission: To provide high-quality training that develops knowledgeable, compassionate, and skilled healthcare professionals.

Vision: To be a leading center for healthcare education, known for student success and community well-being.

Core Values: Integrity, Compassion, Excellence, Accountability, Respect

PROGRAM OVERVIEW

The school's Nurse Aide Training program is approved by the Massachusetts Department of Public Health's Nurse Aide Registry. Upon successful completion of Back to Home's program, students will be awarded a certificate of completion, which allows students to take the Massachusetts Nurse Aide Competency Exam.

Program Title: Nurse Aide Training (NAT) / Home Health Aide (HHA) Training Program

Total Hours: 180 hours

- 120 Hours Classroom Instruction
- 40 Hours Skills Lab
- 20 Hours Clinical Externship

Delivery Method: In-Person

Program Goals:

To prepare students to provide direct patient care in clinical and home settings, meeting standards of safety, professionalism, and ethical care.

Learning Outcomes:

Students will be able to:

- Demonstrate foundational nursing skills

- Maintain infection control and client safety
- Communicate with clients and interdisciplinary teams
- Prepare for and pass the Massachusetts Nurse Aide Competency Exam

COURSE BREAKDOWN

Course No.	Title	Hours	Format
NA-HHA-101	Introduction to Healthcare & Home Care	15	Classroom
NA-HHA -102	Resident Rights, Ethics & Cultural Sensitivity	15	Classroom
NA-HHA -103	Infection Control & Safety	15	Classroom/Lab
NA-HHA -104	Basic Nursing & Personal Care Skills	20	Skills Lab
NA-HHA -105	Nutrition, Elimination, and Mobility	15	Skills Lab
NA-HHA -106	Communication, Documentation & Observation	10	Classroom
NA-HHA -107	End-of-Life, Dementia & Mental Health Care	15	Classroom
NA-HHA -108	Home Care Environment & Family Support	15	Classroom
NA-HHA -109	Clinical Externship	40	Clinical Site
NA-HHA -110	Final Review & Prep for State's Nurse Aide Exam	20	Classroom

ADMISSION REQUIREMENTS

- At least 18 years old
- High school diploma or its equivalent (e.g., HiSet, TASC)
- Valid government-issued ID
- CORI and SORI background check clearance
- Negative TB test (*within 12 months of enrollment*)
- Proof of required immunizations
 - o COVID-19 Vaccination
 - o Influenza (*Flu Vaccine*)
 - o Measles, Mumps, Rubella (*MMR*)
 - o Hepatitis B
 - o Tetanus, Diphtheria, Pertussis (*Tdap*)
 - o Varicella (*Chickenpox*)

PROGRAM COST

Breakdown of Tuition and School Fees

Category	Amount (\$)
Tuition Fee	\$1,642.00
Administrative Fee (<i>non-refundable</i>)	\$50.00
Books and Learning Materials	\$55.00
CPR Training & Certification	\$50.00
CORI	\$25.00
Total Program Cost	\$1,822.00*

***Note:** Uniform is not included in the tuition. Students must purchase their own uniforms.

Payment Plans

At **Back to Home Training Center**, we understand that investing in your future can require financial planning. To make our Training Program more accessible, we offer flexible payment options.

Program Fee: \$1,772

Administrative Fee (Non-refundable): \$50

Total Tuition Fee: \$1,822.00

Standard Payment Plan (*Available Upon Request*):

Installment	Amount	Due Date
Initial Payment	\$300	Upon Enrollment
	\$50	Administrative Fee (<i>non-refundable</i>)
1st Installment	\$410	1st Day of Class
2nd Installment	\$515	Week 2 of Class
Final Installment	\$547	Week 3 of Class

Note: Payment plans must be arranged before the first day of class. Students are responsible for making payments on time to remain in good standing. Failure to pay as scheduled may result in dismissal from the program.

For personalized payment arrangements or to request a plan, please contact us at: info@backtohometrainingcenter.com or call us at +1 508-455-0443 and look for Miciyiaah or Susan.

TEACHING & EVALUATION METHODS

Instructional Approaches

- Lectures
- Laboratory Skills Practice
- Clinical Externship
- Simulations
- Case Scenarios
- Demonstrations

Grading Components

Component	Percentage
Attendance	10%
Written Exams	25%
Lab Skills Checklists	30%
Clinical Evaluation	25%

Final Exam	10%
Total	100%

Grading Scale for Written and Didactic Components (Lecture/Exams):

Grade	Percentage
A	90–100
B	80–89
C	70–79
F	Below 70

- *Minimum passing grade is 80%.*

Lab Skills Evaluation (Separate Grading)

- **Evaluation Criteria per skill:**
 - **Pass** – Meets competency with no errors.
 - **Needs Improvement** – Minor errors, requires remediation but not failure.
 - **Fail** – Does not meet skill competency.
- Students must successfully pass **all lab skills** with a "Pass" rating. A **score of 10 out of 10 skills** is required for lab completion.
- **Failure to pass any skill** after remediation will result in failure of the Lab portion, which results in program dismissal regardless of written grades.

Clinical Evaluation

- Graded similarly to Lab: **Pass/Fail basis**. Students must demonstrate competence in all required clinical tasks and behaviors.

Combined Evaluation Mechanism

- The **Didactic (Written + Exams)** and **Lab/Clinical (Skills Checklists + Clinical Evaluation)** are assessed **independently**.
- **Both components must be passed** to successfully complete the program.

Scenario	Result
Passed Written/Exams + Passed Lab/Clinical	Program Completed (Eligible for Certificate)
Failed Written/Exams (Below 80%)	Academic Probation or Dismissal after remediation attempt.
Failed Lab/Clinical (Any Fail in Skills)	Immediate Program Dismissal (Lab/Clinical is mandatory Pass/Fail)

Remediation Policy

Back to Home Training Center is committed to supporting student success by offering remediation opportunities while maintaining the standards. This policy ensures that students meet both the cognitive and practical competencies necessary to deliver safe and effective care.

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A written progress report will be provided to each student once they have completed approximately 50% of the course. This report will serve to inform students of their academic standing, highlight areas of strength, and identify opportunities for improvement as they continue through the remainder of the program.

Academic (Didactic) Remediation

- Minimum Requirement: A minimum passing grade of 80% is required for all written exams, quizzes, and the final exam.
- Failure to Meet Minimum:
 - Any student scoring below 80% on a written exam will be notified in writing and offered a single remediation opportunity.
- **Remediation Process Includes:**
 - Instructor-led Tutoring Sessions: Targeted support focusing on areas of weakness.
 - Review Workshops: Structured review of course materials, practice questions, and clarification of misunderstood concepts.
 - Make-up Examination or Written Assignment: A comparable assessment to the original, designed to fairly assess the student's competency.
- **Outcome After Remediation:**
 - If the student achieves 80% or higher on the remediation exam or assignment, the passing grade will be recorded.
 - If the student fails to meet the 80% threshold after remediation, they will be placed on academic probation. A written Academic Improvement Plan (AIP) will be created with:
 - Defined performance goals
 - Deadlines for improvement
 - Required participation in tutoring or study sessions
- **Continued Non-Compliance:**
 - If the student does not meet the terms of the Academic Improvement Plan, the student may be dismissed from the program.

Lab Skills Remediation

- Minimum Requirement: Students must successfully demonstrate competency in 100% of required lab skills as documented in the Lab Skills Checklist.
- Skills Evaluation Ratings:
 - Pass: Competent; meets all performance standards.
 - Needs Improvement: Minor errors; requires correction but not an outright failure.
 - Fail: Does not meet competency; significant errors or omissions that could result in harm in a clinical setting.
- Remediation Process for Lab Skills:
 - A student receiving a "Needs Improvement" rating may repeat the skill under direct instructor supervision.

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- Instruction will include demonstration, guided practice, and feedback.
- Failure Consequences:
 - A student who receives a "Fail" rating on any skill after remediation attempts will be deemed unsuccessful in the Lab component and will be dismissed from the program, regardless of their written exam grades.

Clinical Remediation

- Clinical performance is evaluated on a Pass/Fail basis.
- If a student demonstrates unsafe practices, unprofessional behavior, or fails to meet performance standards in the clinical setting, the following steps apply:
 - Immediate verbal and written feedback
 - Opportunity for remedial practice in the lab setting before returning to clinical
- Failure to demonstrate clinical competency after remediation will result in program dismissal.

General Remediation Conditions

- Students are limited to one remediation opportunity per failed exam, lab skill, or clinical issue.
- All remediation must be completed within the course term and prior to graduation.
- Students must maintain compliance with all attendance policies during remediation.
- Remediation services are provided at no additional charge; however, students are responsible for any time and effort required to meet competency standards.

MASSACHUSETTS REFUND LAW.

Students who withdraw or are dismissed from the **Nurse Aide (NA) / Home Health Aide (HHA) Training Program** at **Back to Home Training Center** may be eligible for a refund based on the percentage of the program completed at the time of withdrawal. Please refer to your enrollment agreement for specific refund amounts.

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 you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.

5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Administrative Costs Limit: \$50.00.

To request a refund or officially withdraw from the program, students must submit a written notice to: info@backtohomehealthcare.com

Book Refund Policy

In the event that a student chooses to withdraw from the program, the following policy shall apply regarding the refund of books and learning materials:

1. **Eligibility for Refund.** Students may be eligible for a refund of books and learning materials **only if** the materials are returned **in their original, unused, and unopened condition**. Refunds will not be granted for items that have been opened, written on, damaged, or show signs of use, regardless of the extent.
2. **Return Process and Timeline.** Requests for refund of learning materials must be made in writing at the time of program withdrawal or within **five (5) business days** thereafter. The materials must be returned to the school in person or by mail within **seven (7) business days** of the written refund request.
3. The refund will be processed after the materials have been inspected and confirmed to be in resalable condition.
4. Opened textbooks with markings are **non-refundable**.
5. Shipping or handling costs associated with returning the items, if any, are the responsibility of the student.
6. **Refund Method.** If approved, refunds for eligible materials will be issued using the same payment method originally used by the student, unless otherwise agreed upon.
7. The school reserves the right to make the final determination regarding the condition and eligibility of returned materials for refund. Refunds will not be granted for students who fail to follow the proper request and return procedure outlined in this policy.

SCHOOL POLICIES

Back to Home Training Center upholds high standards of professionalism, attendance, and conduct to ensure a safe and effective learning environment. The following policies apply to all students. Violations may result in progressive disciplinary action, including verbal warning, written warning, probation, suspension, or dismissal, as outlined in the disciplinary procedure at the end of this section.

1. Attendance Policy

- Students are required to attend **100%** of scheduled classes, labs, and clinical sessions.
- **Excused absences** are limited to two (2) and must be supported by valid documentation (e.g., medical certificate, family emergency).
- **Unexcused absences**, excessive tardiness (more than 10 minutes late), and early departures will be monitored. Three (3) unexcused tardies or early leaves equal one absence.
- **Make-up hours** are permitted at the school's discretion and must be pre-approved. There is a fee for make-up hours, but availability is not guaranteed at the instructor and school's discretion and availability .The fee is \$50.00/Hour which shall be paid before the session begins.
- **Leave of Absence (LOA):** A student may request an LOA for documented medical, personal, or family emergencies. LOA requests must be submitted in writing and approved by the Program Director.

In the event of circumstances beyond the control of the student or the school, including but not limited to:

- Natural disasters (e.g., hurricanes, floods, earthquakes)
- Fires
- Public health emergencies (e.g., pandemics, epidemics)
- Government-mandated shutdowns
- Acts of terrorism
- War, civil unrest, or labor strikes
- Power outages or technology system failures (for applicable online components)
- Any other unforeseeable events reasonably classified as force majeure

The following will apply:

1. **Temporary Suspension:** Classes, labs, or clinicals may be temporarily suspended without penalty to the student or the school during the period of disruption.
2. **Make-Up Provisions:** The school will make reasonable efforts to reschedule missed instructional time, lab skills practice, and clinical rotations once it is safe and feasible to resume.

3. **Attendance Adjustments:** Absences directly resulting from force majeure events will not be counted against the student's attendance record for purposes of probation or dismissal.
4. **Program Extensions:** The program may be extended in duration if necessary to allow students to meet all learning objectives and clock-hour requirements without academic penalty.
5. **No Liability:** Neither the student nor the school shall be held liable for failure to perform obligations under this attendance policy if such failure is due to force majeure events.
6. **Communication Requirement:** Students must maintain open communication with the school regarding their ability to participate during such events, and the school will provide timely updates about class schedules and remediation plans.

Consequences for Violation:

- 1st Offense: Verbal warning
- 2nd Offense: Written warning and attendance contract
- 3rd Offense: Probation
- 4th Offense: Dismissal

2. Uniform and Grooming Policy

- Required attire at all times (*Classroom, Clinicals, Labs, and while on School Premises*): Students must wear **RED scrubs mandatory, non-skid closed-toe shoes**, and a **Back to Home Training Center ID badge** must be worn visibly at all times. Lost Badges must be reported and reissued within 1-2 business day. A replacement fee of \$10.00 will be charged for each lost badge.
- Hair must be neatly tied back and pinned up at all times for safety. Fingernails must be short and free of polish or artificial nails.
- No dangling jewelry is allowed at any time inside the classroom, skills lab, or clinical sites. Students may wear minimal jewelry, provided it does not interfere with learning activities, safety procedures, or distract other classmates. The school reserves the right to ask students to remove any items deemed inappropriate or disruptive.
- Uniforms must be clean at all times and free from tears and wear.
- Medical devices are permitted to be worn within school premises, including classrooms, clinical sites, and skills laboratories, provided that appropriate documentation is submitted. This documentation must come from a licensed healthcare provider and specify the medical necessity of the device. Examples of allowable medical devices include, but are not limited to, insulin pumps, hearing aids, continuous glucose monitors (CGMs), orthopedic braces, and mobility aids such as canes or walkers. These devices must not pose a safety risk or interfere with classroom or clinical activities. Students are encouraged to notify the program coordinator in advance to ensure proper accommodations can be made.

Consequences for Violation:

- 1st Offense: Verbal warning and correction of attire
- 2nd Offense: Written warning; student may be sent home (unexcused absence)
- 3rd Offense: Probation or Dismissal

3. Code of Conduct

Acceptable behavior includes:

- Respectful interaction with peers, faculty, staff, and clients
- Adherence to all safety and school protocols
- Integrity in academic and clinical performance

Unacceptable behavior includes:

- Harassment, bullying, discrimination
- Dishonesty, cheating, falsifying records
- Threatening behavior or unsafe conduct

Consequences for Violation:

- Minor offense: Written warning
- Serious offense (e.g., harassment, threat): Immediate probation, suspension, or dismissal

4. Drug-Free Campus Policy

Back to Home Training Center maintains a **zero-tolerance policy** on the use, possession, or influence of drugs or alcohol.

Consequences for Violation:

- Immediate investigation and suspension
- Verified violation results in **immediate dismissal**

5. Electronic Devices Policy

To maintain a focused, professional, and distraction-free learning environment, the use of personal electronic devices is strictly regulated at Back to Home Training Center. This policy applies to all **classroom, skills lab, and clinical training settings**.

A. Prohibited Devices

Unless explicitly authorized by faculty or required as part of a course activity, students are prohibited from using or visibly displaying the following during instruction time:

- Mobile phones
- Smartwatches
- Tablets
- Earbuds/headphones
- Bluetooth devices
- Laptops not being used for course-related instruction

Devices must be **turned off or placed on silent mode** and stored out of sight (e.g., in a bag or locker) during all instructional hours.

B. Permissible Use

Use of personal devices is only permitted:

- During official break times
- When approved in writing by faculty for academic or accessibility purposes
- In case of emergency, with instructor notification

Unauthorized use of devices may interfere with instruction, distract others, and compromise safety or patient privacy—particularly during clinicals.

C. Consequences for Violation

The following progressive disciplinary actions apply to violations of the Electronic Devices Policy:

Offense	Consequence
1st Offense	Verbal warning and temporary confiscation of the device for the remainder of the class/lab/clinical
2nd Offense	Written warning and documentation in the student's file
3rd Offense	Disciplinary suspension or dismissal/exoulsion from the program

Note: Unauthorized use of a device during **clinical externship** may result in immediate removal from the site and formal review for dismissal, due to potential violation of patient privacy and safety protocols.

6. HIPAA, Confidentiality, and Patients' Rights

Back to Home Training Center **strictly enforces federal and state laws** protecting patient privacy and dignity. All students are required to uphold the principles of the **Health Insurance Portability and Accountability Act (HIPAA)**, the **Massachusetts Department of Public Health (DPH)** regulations, and all relevant standards concerning **confidentiality and patient rights** during their classroom, lab, and clinical experiences.

A. Confidentiality and Protected Health Information (PHI)

Students will encounter confidential and sensitive information regarding patients' health, identity, and treatment. Under HIPAA, this information is legally protected.

Students are strictly prohibited from:

- Sharing patient information outside of clinical instruction
- Discussing cases or names in public or non-clinical areas (e.g., hallways, cafeteria, social media)
- Discussing cases or names in public or non-clinical areas to other students and anyone not assigned to the same clinical cases but not limited to the clinical instructor assigned to that particular case.
- Photographing patients, charts, or any clinical materials
- Accessing patient records without permission

Examples of violations include:

- Telling a friend or family member about a patient seen during clinicals
- Posting about clinical experiences on social media, even anonymously
- Leaving patient records unattended or unsecured
- Asking clinical questions that can signal patient care to another student

B. Respecting Patient Rights

Students must treat all patients with dignity, respect, and compassion regardless of age, gender, race, religion, disability, or personal background.

Patient rights include:

- Right to privacy during care

- Right to confidentiality of health status and treatment
- Right to be free from abuse, neglect, or exploitation
- Right to informed consent and participation in care decisions

C. Consequences for Violations

Violations of HIPAA, confidentiality, or patient rights will result in:

- **Immediate removal from clinical site**
- **Formal investigation by school administration**
- **Permanent dismissal from the program**
- Possible reporting to the **Massachusetts Department of Public Health, state licensure boards, or legal authorities**, depending on the nature and severity of the violation

Due to the nature of healthcare, there is an immediate suspension from the program if found and proven to violate the policy stated above regarding patient rights and care. There is **zero tolerance** for abuse, neglect, unauthorized disclosure of patient information, or any conduct that compromises the trust, safety, and rights of patients.

7. Clinical and Classroom Behavior

Back to Home Training Center holds all students to the highest standards of conduct, professionalism, and safety in both classroom and clinical settings. All students are expected to behave in a manner consistent with healthcare workplace expectations and school policy.

A. Clinical Conduct Expectations

Students assigned to clinical externship sites are representatives of the school and are expected to:

- Follow all directions given by clinical instructors, preceptors, or site supervisors promptly and accurately
- Demonstrate professional behavior at all times (e.g., respect for patients, staff, and property)
- Maintain patient confidentiality in compliance with HIPAA regulations
- Practice proper hygiene, infection control, and safety protocols
- Communicate effectively with patients, staff, and peers using professional language and demeanor
- Refrain from any form of patient mistreatment, neglect, or unapproved care

Violations include (but are not limited to):

- Failing to follow supervisor or instructor instructions
- Rough handling or verbal abuse of a patient
- Performing procedures without supervision or authorization
- Violating patient privacy (e.g., discussing personal information publicly or posting on social media)
- Displaying insubordination, poor hygiene, or unsafe practices

Consequences for Clinical Violations:

- 1st Offense: Immediate removal from clinical site for review
- 2nd Offense: Written incident report and placement on probation

- Serious or repeated offense: Immediate dismissal from the program

Note: Any action that endangers patient safety, involves abuse or neglect, or constitutes a HIPAA breach will result in immediate termination from the clinical site and **automatic dismissal** from the program. These violations may also be reported to the Massachusetts Department of Public Health, state licensure boards, or legal authorities, depending on the nature and severity of the violation.

B. Classroom Conduct Expectations

Students are expected to:

- Participate respectfully in all classroom and lab sessions
- Refrain from interrupting instructors or peers
- Keep side conversations, phone usage, and distracting behavior to a minimum
- Treat faculty, staff, and classmates with respect at all times
- Come prepared, on time, and in proper attire

Examples of Disruptive or Unacceptable Behavior:

- Talking out of turn or being repeatedly disruptive
- Use of vulgar, offensive, or disrespectful language
- Sleeping, texting, or otherwise being disengaged during instruction
- Harassment, bullying, or intimidation of classmates or instructors

Consequences for Classroom Violations:

- 1st Offense: Verbal warning
- 2nd Offense: Written warning and behavior contract
- 3rd Offense: Academic probation or removal from class
- Severe offense (e.g., threats, harassment): Immediate suspension or dismissal

C. General Expectations and Enforcement

- Instructors and administrators have the authority to remove a student from class or clinical at any time for safety or conduct concerns.
- All violations will be documented in the student's permanent file.
- Students may appeal disciplinary decisions in writing to the Program Director within five (5) business days.

This policy is enforced to ensure a safe, respectful, and professional environment conducive to learning and aligned with state regulatory and healthcare standards.

8. Inclement Weather and Emergency Closure Policy

Back to Home Training Center is committed to the safety and well-being of its students, faculty, and staff. The following policy outlines the protocol during inclement weather or emergency situations (e.g., severe storms, power outages, public health alerts, transportation shutdowns, or declared emergencies).

Inclement weather or emergency closures will be communicated via phone, text, or email registered upon enrollment. Make-up sessions will be scheduled accordingly.

Notification Procedures

In the event of a weather-related or emergency closure, students will be notified as early as possible via the following methods:

- Phone call and/or text message
- Email sent to the address provided at the time of enrollment
- Public announcement on the school's official website or social media page (if applicable)

It is the student's responsibility to ensure that their contact information on file is accurate and up-to-date.

Closures and Delays

- **Full-Day Closure:** All scheduled classes, labs, or clinicals will be canceled for the day. These hours must be made up to meet program requirements.
- **Delayed Opening or Early Dismissal:** Adjustments to the class schedule will be communicated promptly. Students must report at the adjusted start time or leave as directed.

Make-Up Sessions

- All missed instructional, lab, or clinical hours due to emergency closures will be rescheduled by the school.
- Attendance at make-up sessions is **mandatory** and will be treated the same as regular class hours.
- Students who miss make-up sessions without valid documentation will receive an **unexcused absence** and may fall out of compliance with attendance requirements.
- No additional fees will be charged for make-up sessions resulting from weather or emergency closures.
- **If a full day of class is canceled**, a full-day make-up session will be scheduled, typically at the end of the course calendar or on a designated weekend, depending on instructor availability and facility access.
- **Partial-day cancellations** will also require equivalent instructional time to be made up, either through extended class sessions or additional scheduled hours.
- Students are required to attend all make-up sessions. Failure to attend make-up sessions may result in falling behind or not meeting the required number of hours to complete the program.
- In cases where specific skills or clinical components are affected by weather conditions, adjustments will be made to ensure learning objectives are still met through alternative arrangements or rescheduling.

Student Responsibilities

- Check messages from the school regularly during inclement weather seasons or emergency alerts.
- Notify the school immediately if contact information changes.
- Attend all scheduled make-up sessions as required.

Exceptional Circumstances

In the event of prolonged or widespread emergencies (e.g., state of emergency, pandemic-related restrictions), the school may transition temporarily to remote instruction

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if approved and appropriate, or extend the program calendar to accommodate rescheduling requirements. Students will be informed of all such changes in writing.

Compliance

This policy ensures the school remains in compliance with DPH Nurse Aide Training requirements regarding mandatory instructional hours. The school reserves the right to amend the make-up plan in accordance with state or accrediting body directives.

DISCIPLINARY PROCEDURE

Violations of school policy will be addressed using the following progressive discipline process, unless the behavior warrants immediate dismissal:

1. **Verbal Warning** – Informal counseling and documentation.
2. **Written Warning** – Formal documentation placed in student file.
3. **Probation** – Student signs a remediation contract; continued violations may lead to dismissal.
4. **Dismissal** – Student is removed from the program. Dismissal will be documented in the student's permanent record.

Certain egregious behaviors shall result in immediate suspension pending investigation and may lead directly to permanent dismissal without progressing through the standard disciplinary steps. These include, but are not limited to:

- Use, possession, or being under the influence of illegal drugs or alcohol while on school property or at clinical sites;
- Any form of violence, including physical assault, verbal threats, harassment, or intimidation directed at students, staff, patients, or visitors;
- Any harm, abuse, neglect, or mistreatment of patients, including violations of patient rights or failure to maintain safety standards;
- Breach of patient confidentiality or any unauthorized disclosure of Protected Health Information (PHI) under HIPAA regulations;
- Academic dishonesty such as cheating, plagiarism, falsification of records, or submission of fraudulent credentials or documentation;
- Theft, intentional property damage, or vandalism of school or clinical site property;
- Possession or use of weapons or other hazardous materials on school or clinical premises.

These actions constitute serious violations of ethical and professional standards. If substantiated following administrative review, the student will be immediately dismissed from the program and reported to appropriate authorities, licensing agencies, or partners as required.

For questions regarding this policy, students may contact the Program Director or submit concerns to: info@backtohometrainingcenter.com.

GUIDANCE AND SUPPORT SERVICES

Back to Home Training Center is committed to supporting each student's academic success, career preparation, and personal well-being. The school provides a variety of support

services to help students meet the demands of the program and transition into the healthcare workforce.

A. Academic Counseling

Students may request academic counseling at any time during the program. Academic support may include:

- Assistance with study skills, time management, and exam preparation
- Individualized tutoring or remediation plans for students struggling to meet academic benchmarks
- Guidance in navigating course requirements or addressing academic challenges
- Scheduled academic progress meetings at the midpoint of the program

Academic counseling is conducted by qualified instructional staff or the Program Director and is documented in the student's file.

B. Career and Job Readiness Coaching

Students nearing completion of the program may access career development services including:

- Resume writing and application preparation
- Interview skills training and mock interviews
- Information on job opportunities in home care, long-term care, and other healthcare settings
- Direct job referrals or opportunities through Back to Home Healthcare Services, LLC or its partners (Note: job placement is not guaranteed)

Students are encouraged to meet with the school's job coach or Program Coordinator no later than 1 week before graduation to initiate job readiness planning.

C. External Referrals for Personal Counseling

While the school does not provide licensed psychological services, students facing personal, emotional, or mental health challenges may be referred to qualified community organizations. Referrals may include:

- Mental health counseling or therapy
- Financial aid or hardship support resources
- Domestic violence support
- Substance abuse recovery programs

All requests and referrals are handled with strict confidentiality and in accordance with FERPA and DPH regulations.

D. Requesting Support Services

Students may request support services by emailing info@backhometrainingcenter.com or speaking directly with a faculty member or administrator. Appointments are typically scheduled within 48 hours during school days.

JOB PLACEMENT

Back to Home Training Center offers job placement assistance as a supportive service to help students transition into the healthcare workforce following successful completion of the Nurse Aide Training / Home Health Aide Program.

A. Scope of Job Placement Assistance

Job placement assistance may include:

- Resume and cover letter review
- Interview preparation and coaching
- Job search guidance and referrals
- Access to postings from affiliated healthcare employers
- Networking opportunities with local agencies and employers

Placement assistance is offered beginning two weeks before program completion and up to six months post-graduation. Students must actively participate in job search activities to benefit from the service.

B. Affiliated Employment Opportunities

Back to Home Healthcare Services, LLC, a licensed home care agency, may offer employment opportunities to eligible graduates, subject to availability and agency hiring criteria. Additional referrals may be made to partner organizations and healthcare facilities.

Note: Employment is not guaranteed. All hiring decisions are made independently by the employer based on applicant qualifications, background screening, and agency needs.

C. Eligibility Requirements

To qualify for job placement assistance, students must:

- Successfully complete the program and receive a certificate of completion
- Be in good financial and disciplinary standing
- Demonstrate professionalism and readiness during mock interviews and coaching sessions

D. Disclaimers

- Back to Home Training Center does not guarantee job placement, salary, or employment conditions.
- Placement assistance is a supportive service, not a contractual obligation.

Students are encouraged to contact the school at info@backhometrainingcenter.com to schedule individualized support.

COMPLAINT RESOLUTION

At Back to Home Training Center, we value open communication and encourage students to voice their concerns in a respectful and constructive manner. To ensure that all internal concerns are addressed appropriately, students must follow the established chain of resolution as outlined below:

Step 1: Discuss with Instructor

Students are encouraged to first discuss any concerns or issues directly with their

instructor. Many concerns can be effectively resolved through open dialogue at the classroom level.

Step 2: Submit Written Complaint to Administration

If the concern is not satisfactorily resolved after speaking with the instructor, the student may submit a formal written complaint to the School Administrator, Dr. Susan P. Williams. Complaints should be emailed to: info@backhometrainingcenter.com.

The written complaint should include the following:

1. Student's name and contact information
2. Date of the incident or concern
3. A clear and concise description of the issue
4. Steps already taken to resolve the matter
5. Desired resolution or outcome, if any

The school will respond to written complaints in writing within **ten (10) business days** from the date of submission.

Students may contact the Division of Occupational Licensure at any time:

Division of Occupational Licensure
Office of Private Occupational Schools
One Federal Street, Boston, MA 02110
Email: occupational.schools@mass.gov
Number: 617-701-8719

FINANCIAL AID/ASSISTANCE

(5) If a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

(6) In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and (2) actual reasonable costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K.

WITHDRAWAL AND REFUND LAW

(7) If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall:

- (a) treat the withdrawal as a termination of the enrollment contract, effective immediately;
- (b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- (c) provide the calculation and any refund to the student within 45 days of the effective date of the termination

(8) If a student stops attending School but does not withdraw in accordance with the School's withdrawal policy, the School shall:

- (a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity;
- (b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest;
- (c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- (d) provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

STUDENT RECORDS RETENTION POLICY

Back to Home Training Center ensures compliance with Massachusetts DOL Student Records Retention Policy. Academic records will be digitized and securely retained.

Long-Term Records (60 Years Minimum):

The school will maintain academic records such as transcripts, attendance summaries, and proof of program completion for a minimum of 60 years. These records will be securely digitized and archived.

Standard Records (7 Years Minimum):

The following documents will be retained for at least **seven (7) years**.

- Attendance records, including any leaves of absence and the status of the leave, dates of completion (anticipated and actual), and the date the student received a diploma or certificate
- A signed enrollment contract, as well as any addendums, extensions, or amendments
- Records to support any effective dates of termination of an enrollment contract used in a payment/refund calculation under 15.04(5) or (6);
- A written progress report provided to the student during the program or course (for courses with durations of 30 hours or more, a progress report must be provided by the time 50 percent of the course has been completed)
- Clinical records
- Copies of student complaints

- School disciplinary reports
- Student loan documents, including disclosure forms and disbursement schedules

Exam results and evaluations will be kept for **a minimum of 1 year** due to the school creating our own school exams that changes every cohort. These exams and evaluations are not considered as attendance, completion records, and transcripts.

For official records requests, contact: **info@backtohometrainingcenter.com**

STUDENT ACKNOWLEDGMENT FORM

Nurse Aide Training (NAT) / Home Health Aide (HHA) Program

I, _____, acknowledge that I have received a copy of the **Back to Home Training Center School Catalog**. I have **read and understood** the following:

- All school **policies and procedures**
- The **grievance and complaint resolution process**
- The **Progress Report**
- The **Withdrawal and REFUND LAW**

I understand that it is my responsibility to comply with all the rules, guidelines, and expectations outlined therein. I have had the opportunity to ask questions about the contents of the catalog and receive clarification where needed.

Name of Student (Printed): _____
Signature of Student: _____
Date: _____

For questions, email info@backtohometrainingcenter.com or call +1 508-455-0443.