



**CELESTE**  
TRAINING CENTER LLC

# Student Handbook

Volume 1

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- .....Schools Are Required To Give This Disclosure Pamphlet To Individuals Interested In Enrolling In Their School.

## GENERAL INFORMATION

This document contains information on the rights and obligations of students. Students are responsible for reading, understanding, and complying with all policies contained in this document. If you have questions, or need additional information, please contact Terlie Vincent Chery, Director at: 718.807.6829

This document is updated annually, if necessary, and is available in our office, on our web site, and by request.

### **Mission Statement**

At The Celeste Training Center, LLC, we pledge to provide quality training and excellent service to our customers and students. We are also dedicated to being a positive part of our community as we strive to build and maintain relationships with our medical, health care and training partners.

### **Educational Goals**

Celeste Training Center, LLC provides quality healthcare training programs and to ensure student success. We strive to offer training programs in a format and with schedules that increase students' ability to manage class time, homework, project assignments and mastery of material and skills. We include practical instruction in working in the healthcare profession to make sure that our students have the skills and confidence to seek employment and to be excellent members of the health care profession. All of our students are thoroughly training in providing caring, dedicated, and quality patient care. We constantly evaluate our programs for ways to improve the learning experience and improve our programs and we welcome suggestions and ideas from students.

### **Authorization**

Celeste Training Center, LLC is licensed by the New York State Department of Education, Bureau of Proprietary School Supervision.

### **Staff**

Terlie Vincent Chery - Owner, Agent, Director & Financial Director,  
Responsible for all aspects of management of the company including administration, programs, curriculum, instruction, admissions, grievances, and library. All staff and faculty report directly to Mrs. Terlie Vincent Chery. Terlie Vincent Chery has over 5 years of management experience and 5 years of experience as a registered nurse.

### **Faculty**

Ms. Terlie Vincent Chery, RN Associate Degree in Nursing Over 5 years nursing experience

### **Owners**

Terlie Vincent Chery, RN  
Wedlie Vincent, CNA

## **NURSE AIDE TRAINING PROGRAM REQUIREMENTS FOR THE STATE OF NEW YORK**

State requirements: Students who wish to become candidates for the Certified Nurse Aide (CNA) New York state exam must complete the state required 125 minimum hours of training in which 95 hours must be in the classroom setting (60 theory and 35 skilled) and 30 must be hands on clinical experience in a long-term care facility. Celeste Training Center meets these requirements set forth by the State Department of Education.

Upon the student's successful completion of the Nurse Aide Training Program and clinical rotation Celeste Training Center will issue a training program completion certificate and/ or the candidate will be submitted to the state of New York as eligible for testing of the Certified Nurse Aide Certification with the written/oral and skills competency examination with the State of New York.

After the completion of the state approved Nurse Aide Training program the candidate must take and pass the state competency evaluation examination. The examination includes a written/oral and skills competency examination that is evaluated by an approved Registered Nurse with the approved testing agency. Candidates who successfully pass the written/oral and skills competency examination will be listed on the States Nurse Aide Registry. The student will have 3 attempts at passing the written/oral and skills competency examination within one year of graduating from the Nurse Aide Training Program. After the 3rd attempt without passing the competency examination, the student must re-take the nurse aide training program.

If for any reason a student completes the Nurse Aide Training program in the state of New York but wishes to take the state exam in another state, the students should know that the new state may or may not accept New York hours of training as each state has a different requirement for hours of training for nurse aides Celeste Training Center does not guarantee that any state other than New York will accept the hours of education and allow the student to sit as a candidate for the CNA exam.

Once certified as a CNA, individuals must renew their certification every 2 years in order to stay active on the States Nurse Aide Registry. To remain on the registry and to be eligible to work in a licensed facility, the nurse aide must meet the requirements for re-certification. Federal/ State Regulations require that the nurse aide must be compensated as a CNA and work a minimum of eight hours within the last 24 consecutive months under the supervision of a Registered Nurse. If the nurse aide is unable to meet these requirements, then the nurse aide may have to take and pass the written/oral and skills competency examination again in order to update their certification or comply with any re-certification requirements set forth by the state of New York.

Students should know that once certified in the state of New York you are only certified to work as a CNA in New York. If you choose to transfer your certification to another state, the student must apply to that state's reciprocity process. Please know that each state may consider the number of hours of training you have completed in comparison to their state's requirements before allowing your certification to transfer. It is possible that another state may not accept the number of Nurse Aide training hours completed with Celeste Training Center.

**\*You must attend every class and finish all the hours in order to obtain a certificate of completion and take the state exam.\***

## **PREREQUISITES FOR ACCEPTANCE INTO THE CERTIFIED NURSE ASSISTANCE TRAINING PROGRAM**

Enrollment requirements  
NATP application  
Registration fee is \ non-refundable in any event  
Course Deposit  
Government-issued ID  
Social Security Card  
PPD  
GED/High School Diploma  
Physical  
Drug Screen  
Hep B Immunization or titers  
Measles, Mumps, Rubella, Varicella (MMRV) Immunization or titers  
Covid-19 complete vaccination  
\*\*\*No student will be added to the roster after the second day of class

### **CRIMINAL SCREEN AND BACKGROUND REQUIREMENTS**

I understand that in accordance with the state Commissioner of Health that if I am to be employed in a nursing home and or home care services agency. I must submit to a criminal background check and routine substance abuse screening. I understand that if I do have a criminal record or am unable to pass a routine substance abuse screening, that it may prevent me from obtaining employment in a nursing home. Criminal background checks will be done by the prospective employer prior to employment.

Students enrolling in this program must be aware that their successful completion of this course does not permit them to take the CNA exam, nor does it permit them to work in a long-term care facility. Celeste Training Center cannot be held responsible for a student's inability to obtain employment as it is up to the students to know their criminal history.

If you have worked as Certified Nurse Assistance in a prior state and have any allegations that have been reported to the nurse aide registry that are pending, please know this information may also prohibit you from working in a long-term care facility in the state of New York as well. Any adverse information on criminal background checks can hinder an individual from obtaining employment.

## **CERTIFIED NURSE ASSISTANCE TRAINING PROGRAM INCLUDES**

- ✓ Tuition paid for this course provides you with access to the following: State approved Nurse Assistance Training program
- ✓ 4 weeks day course or 5 weeks P.T Day/ Evening or weekend, 7 weeks P.T evening.
- ✓ Classroom, lab, and clinical experience
- ✓ CPR, and AED certification (if not already obtained) Textbook and Student Workbook
- ✓ Student ID badge Student Schedule Lab supplies Uniform
- ✓ Student Insurance
- ✓ Job placement assistance

\*Your name should be the same on both government-issued documents provided otherwise, the state testing center may refuse your testing application. \*

1. Should the student lose any tangible items listed above the student will be responsible for replacing the items and the replacement cost associated with that item. In order for the students to be successful in the course, each student must have all of their own equipment.

Replacement costs: Textbook \$60  
Student Workbook \$20 CPR card \$25  
Uniform \$40 Student ID badge \$5

### **RESPECT POLICY**

- The code of conduct is the professional standards for conduct, attitude, performance, and ethics while enrolled in a nurse aide training program shall be observed during class, lab, clinical rotation and the testing for the state competency examination. Students must display professionalism and self-control in order to meet the demands of the duties as a nurse aide.
- Disruptive behavior and inappropriate language such as profanity will not be tolerated. Inappropriate discussion of personal problems during any phase of training and testing is not permitted. Failure to follow the code of conduct is an immediate basis for dismissal from the program.

### **CODE OF CONDUCT**

- Appropriate interaction with instructors, coworkers, residents, etc.
- No personal cell phone usage during class, lab, or clinical rotation. Phone use is limited only to emergencies. All other calls must be made and received during breaks. The student must leave the classroom to make and receive calls. Cell phones should never be visible in residents' rooms.
- Disruptive behavior or inappropriate language, such as profanity or inappropriate discussion of personal problems, during any phase of training and testing is not permitted.

- Display of professionalism and self-control is required to meet the demands of the duties
- Student shall not perform a task for which the trainee has not received training.
- Practice all safety precautions taught for each lab skill.
- Reporting appropriate information, such as changes or problems in resident, to instructor and/or appropriate staff member.
- Students must follow and adhere to HIPAA Guidelines.
- Students must respond to emergencies in the clinical area.
- No sleeping or distractive behavior during class.
- Anyone caught cheating will be immediately dismissed from the program. Students have the right to appeal. All appeals must be submitted withing 24 business hours of the disciplinary action notification date. The school must respond to the student's appeal within 3 business days of the filling of the appeal.
- No playing/horsing around with lab equipment; utilize equipment for learning purposes only.
- You are responsible for your own activity and are expected to abide by the rules of the Certified Nurse Assitance Training program.
- Students must bring books (note / text / work/pen/pencil) to class every day.
- Maintain proper infection prevention guidelines when caring for residents.

### **DRESS CODE**

- Dress Code with name tag identification is to be worn every day. Name tag identification will be provided by Celeste Training Center.
- Students must wear school issued scrubs during class, lab and clinical rotations.
- Students must wear all white, closed toed nursing shoes while in scrubs/uniform.
- Students must maintain adequate personal hygiene, socks and shoes at all times in the classroom, lab and clinical. The uniform must be clean, neat and crisp.
- Your undergarments should not be visible underneath your uniform.
- Hair should be neat, clean, and tied up.
- Fragrance should not be worn when working around patients/residents. People may have allergic reactions or may suffer with respiratory problems causing difficulty breathing.
- Come prepared with a second-hand watch, a small notebook, and a pen.
- Nails are to be kept short to prevent client/resident injury.

### **COMPLAINT/GRIEVANCR PROCEDURE**

All grievances need to be submitted in writing via the student grievance form to the program coordinator. The program coordinator must follow up on the grievance within 2 days of grievance submission to investigate the problem. The Program coordinator will interview all parties involved and decide regarding the problem. The student will receive a final answer regarding the grievance within 5 days from the date the grievance was filed.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information? Contact the New York State Education Department at: New York State Education Department 116 West 32nd Street, 5th Floor New York, New York 10001 Attention: Bureau of Proprietary School Supervision (212) 643-4760 (See Appendix A).

## TERMINATION/WITHDRAW

1. In case of termination by the school for inappropriate behavior, unsafe practices, or any other cause for dismissal, the student will receive a refund according to the mini program refund policy below.
2. If termination occurs school may keep
  - 0 - 15% of the program 0%
  - 16 - 30% of the program 25%
  - 31 - 45% of the program 50%
  - 46 - 60% of the program 75%
  - After 60% of the program 100%
3. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.
4. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee \$95.00 will be deducted to cover the registration fee.

## PAYMENT POLICY

**Paid in Full-** Students may pay for the Certified Nurse Assistance (CNA), Home Health Aide (HHA), and Personal Care Aide (PCA) course in full prior to the start of the course. This is the preferred method. Payments will only be accepted in the following forms: cash, money order, certified funds check, credit card, or debit card. No personal checks will be accepted.

Program	CNA Day	CNA Evenings	CNA Weekend
Hours	125	125	125
Tuition	\$950.00	\$950.00	\$950.00
Books	\$80.00	\$80.00	\$80.00
Registration Fee*	\$95.00	\$95.00	\$95.00
Total	\$1,125.00	\$1,125.00	\$1,125.00

**CNA Full Time AM/Morning -5 Weeks-This curriculum follows the mini refund policy.**

### **125 HOUR CNA TUITION \$950.00**

THEORY/SKILLS: Monday-Friday; 9:00AM –2:30PM (5 hours per day-30-minute break, 25 hours per week-Duration of 4 Weeks)

**\*Internship One (1) Week, 7.5hrs. Per day =30 Hours. \***

**Clinical hours:** start Monday through Thursday from 7:00 A.M 3:30 PM

**CNA Part Time PM/ Evening- 6 Weeks –This curriculum follows the mini refund policy.**

### **125 HOUR CNA TUITION\$950.00**

THEORY/SKILLS: Monday-Friday5:00PM –9:30PM (4 hours per day –30-minute break, 20 hours per week Duration of 5 Weeks)

**\*Internship One (1) Week, 7.5hrs. Per day =30 Hours. \***

**Clinical hours:** start Monday through Thursday from 7:00 A.M 3:00 PM

**CNA Part Time AM -9 Weekend- This Curriculum follows the Quarters refund policy.**

### **125 HOUR NURSING ASSISTANCE TUITION \$950.00**

THEORY/SKILLS: Saturday and Sunday, 9:30 AM - 5:30 PM. (7.5 hours per day –30-minute break, 15 hours per week Duration of 7 weeks)

**\*Internship Two (2) Week, 7.5hrs. Per day =30 Hours. \***

**Clinical hours:** Two (2) weekends (Saturday and Sunday) from 7:00AM to 3:30PM

## **CNA COURSE CALENDAR**

CNA Full Time AM/Morning -5 Weeks: Start on Monday, January 2<sup>nd</sup> end on Friday, January 27<sup>th</sup>, 2023  
CNA Full Time Internship: Start on Monday, January 30<sup>th</sup> end on Friday, February 3<sup>rd</sup>, 2023  
CNA Part Time PM/ Evening- 6 Weeks: Program start on Monday, January 2<sup>nd</sup> end on Friday February 3<sup>rd</sup>  
CNA Part Time Internship: Starts on Monday, February 6<sup>th</sup> end Friday, February 10<sup>th</sup>, 2023  
CNA Part Time AM -9 Weekend- Program Start on Saturday January 7<sup>th</sup>, 2023 end on Saturday February 18<sup>th</sup>, 2023  
CNA Part Time- Weekend Internship: Start on Saturday February 25<sup>th</sup> and Sunday February 26<sup>th</sup>, 2023  
And Saturday March 4<sup>th</sup> and Sunday March 5<sup>th</sup>, 2023

## **CNA COURSE**

Method of Payment: Plan A □ Payment in full: Tuition \$950.00. Registration \$95.00, Books \$80.00 = \$1,125.00

Method of Payment: Plan B □ Initial Down Payment of \$350 with a weekly payment of \$200.00. All balance should be paid in full before course completion.

### **Weekly Tuition Liability Chart**

<b>CNA Program Payment Plan</b>	<b>\$1,125.00</b>
Down Payment	\$350.00
Week 1	\$200.00
Week 2	\$200.00
Week 3	\$200.00
Week 4	\$175.00

\*\*See late payments for more information.

## **HOME HEALTH AIDE TRAINING (HHA)**

### **COURSE OBJECTIVE**

The objective of this training program is to provide students with knowledge and skill training necessary to complete requirements for certification as a Certified Home Health Aide be qualified to seek employment as a Home Health Aide.

### **COURSE DESCRIPTION**

This training program complies with the guidelines of the NYS DOH and the Bureau of Proprietary School Supervision includes, but is not limited to, the following:

- Recognize the importance of the nurse assistant's role in improving the quality of life for people in need of care
- Provide quality basic care for home health clients
- Support and maintain the rights of the clients,
- Importance of legal aspects and confidentiality
- Communicate and work effectively with the staff, residents/patients, and their families

- Be sensitive to the physical and physiological needs of residents/patients
- Safety and emergency preparedness
- Infection control guidelines and prevention
- Independence, cultural, and activity needs of home health clients
- Care for residents/patients with developmental disabilities, dementia, and Alzheimer's
- Death and dying care
- Body systems and related conditions
- Person care skills, including grooming, bathing, toileting
- Proper positioning and moving residents/patients and assisting with ambulation
- Vital signs, including blood pressure, weight, height, respiration, pulse
- Nutrition, including diet, fluids, assisting residents/patients with eating
- Rehabilitation and restorative care
- Certification test preparation
- Employment search strategies, resources, resume writing and general information

Instruction is presented as a combination of lecture, video and PowerPoint presentations, and a strong emphasis on hands-on training. Students will play the role of the patient for other students to practice their skills

Tuition paid for this course provides you with access to the following: State approved Home Health Aide Training program

3 weeks for the day program, 4 weeks for the evening program, and 6 weeks weekend.

Classroom, lab, and clinical experience

CPR, and AED certification (if not already obtained) Textbook and Student Workbook

Student ID badge Student Schedule Lab supplies Uniform

Student Insurance

Job placement assistance

\*Your name should be the same on both government-issued documents provided otherwise, the state testing center may refuse your testing application. \*

Should the student lose any tangible items listed above the student will be responsible for replacing the items and the replacement cost associated with that item. For the students to be successful in the course, each student must have all their own equipment.

### **PREREQUISITES FOR ACCEPTANCE INTO THE HOME HEALTH AIDE TRAINING (HHA) PROGRAM**

- Enrollment requirements
- Registration fee is \ non-refundable in any event
- Course Deposit
- Government-issued ID
- High School Diploma/GED
- PPD
- Physical
- Drug Screen
- Hep B Immunization or titers
- Measles, Mumps, Rubella, Varicella (MMRV) Immunization or titers
- Covid-19 complete vaccination

## **RESPECT POLICY**

- The code of conduct is the professional standards for conduct, attitude, performance, and ethics while enrolled in Home Health Aide program shall be observed during class, lab, clinical rotation, and the testing for the state competency examination. Students must display professionalism and self-control in order to meet the demands of the duties as a Home Health Aide.
- Disruptive behavior and inappropriate language such as profanity will not be tolerated. Inappropriate discussion of personal problems during any phase of training and testing is not permitted. Failure to follow the code of conduct is an immediate basis for dismissal from the program.

## **CODE OF CONDUCT**

- Appropriate interaction with instructors, coworkers, residents, etc.
- No personal cell phone usage during class, lab, or clinical rotation. Phone use is limited only to emergencies. All other calls must be made and received during breaks. The student must leave the classroom to make and receive calls. Cell phones should never be visible in residents' rooms.
- Disruptive behavior or inappropriate language, such as profanity or inappropriate discussion of personal problems, during any phase of training and testing is not permitted.
- Display of professionalism and self-control is required to meet the demands of the duties as a HHA.
- Student shall not perform a task for which the trainee has not received training.
- Practice all safety precautions taught for each lab skill.
- Reporting appropriate information, such as changes or problems in resident, to instructor and/or appropriate staff member.
- Students must follow and adhere to HIPAA Guidelines.
- Students must respond to emergencies in the clinical area.
- No sleeping or distractive behavior during class.
- Anyone caught cheating will be immediately dismissed from the program. Students have the right to appeal. All appeals must be submitted within 24 business hours of the disciplinary action notification date. The school must respond to the student's appeal within 3 business days of the filing of the appeal.
- No playing/horsing around with lab equipment; utilize equipment for learning purposes only.
- You are responsible for your own activity and are expected to abide by the rules of the Home health Aide program.
- Students must bring books (note / text / work/pen/pencil) to class every day.
- Maintain proper infection prevention guidelines when caring for residents.

## **DRESS CODE**

- Dress Code with name tag identification is to be worn every day. Name tag identification will be provided by Celeste Training Center.
- Students must wear school issued scrubs during class, lab and clinical rotations.
- Students must wear all white, closed toed nursing shoes while in scrubs/uniform.
- Students must maintain adequate personal hygiene, socks and shoes at all times in the classroom, lab and clinical. The uniform must be clean, neat and crisp. Your undergarments should not be visible underneath your uniform.
- Hair should be neat, clean, and tied up.
- Fragrance should not be worn when working around patients/residents. People may have allergic reactions or may suffer with respiratory problems causing difficulty breathing.
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- Nails are to be kept short to prevent client/resident injury.

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All grievances need to be submitted in writing via the student grievance form to the program coordinator. The program coordinator must follow up on the grievance within 2 days of grievance submission to investigate the problem. The Program coordinator will interview all parties involved and decide regarding the problem. The student will receive a final answer regarding the grievance within 5 days from the date the grievance was filed.

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## **TERMINATION / WITHDRAW**

1. In case of termination by the school for inappropriate behavior, unsafe practices, or any other cause for dismissal, the student will receive a refund according to the mini-program refund policy below.

2. If termination occurs school may keep

0 - 15% of the program 0%

16 - 30% of the program 25%

31 - 45% of the program 50%

46 - 60% of the program 75%

After 60% of the program 100%

3. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

4. A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee \$50.00 will be deducted to cover the registration fee

### HOME HEALTH AIDE COURSE CALENDAR

<b>Program</b>	<b>Home Health Aide</b>
<b>Hours</b>	83
<b>Tuition</b>	\$500.00
<b>Books</b>	\$50.00
<b>Non-Refundable Registration Fee</b>	\$50.00
<b>Total</b>	\$600.00
<b>Refund Policy</b>	Mini Refund Policy

#### **83 HOURS HHA TUITION \$500.00**

**HHA Full Time AM/Morning- 3 Weeks –This curriculum follows the mini refund policy.**

THEORY/SKILLS: Monday-Friday; 9:00AM–3:30PM (6 hours daily, 30 minutes break, 30 hours/week – 3 weeks)

**HHA Part Time PM/Evening- 4 Weeks –This curriculum follows the mini refund policy.**

THEORY/SKILLS: Monday through Friday – 4:30PM–10:00PM (5 hours daily, 30 minutes break, 25 hours/week – 4 weeks).

**HHA Part Time AM/Weekend- 6 Weeks –This curriculum follows the mini refund policy.**

THEORY/SKILLS: Saturday and Sunday – 9:30am – 5:30PM (7.5 hours, 30 minutes break, 15 hours/ week-6 weeks).

**\*Internship One (1) Day, 8hrs\***

**Clinical hours:** start from 7:00 A.M 3:30 PM-Monday through Thursday. Students are required to successfully complete an eight (8) hour internship, done in a patient care setting. The hours of the internship may vary from a student’s regular class schedule. All students are responsible for assembling at the facility at the prescribed date and time. Students are responsible for transportation and uniforms are required.

## **HHA COURSE CALENDAR AND TUITION LIABILITY CHART**

HHA Full Time AM/Morning- : Program Starts on Monday, January 30<sup>th</sup> end on Friday February 17<sup>th</sup> 2023

HHA Part Time PM/Evening- : Program starts on Monday January 30<sup>th</sup> end on Friday February 24<sup>th</sup>,2023

HHA Part Time AM/Weekend-: Program starts on Saturday February 25<sup>th</sup> end on Saturday April 1<sup>st</sup>,2023.

Internship One (1) Day, 8hrs: Clinical hours: start from 7:00 A.M 3:30 PM-Monday ONLY.

### **HHA COURSE**

Method of Payment: Plan A □ Payment in full: Tuition \$500. Registration fee \$50.00, Books \$50.00 = \$600.00

Method of Payment: Plan B □ Initial Down Payment of \$250.00 with a weekly payment of \$200.00. All balance should be paid in full before course completion.

### **Weekly Tuition Liability Chart**

HHA Program Payment Plan	\$600.00
Down Payment	\$250.00
Week 1	\$200.00
Week 2	\$150.00

\*\*See late payments for further information. \*\*

## **PERSONAL CARE AIDE. (PCA) TRAINING PROGRAM**

Celeste Training Center's Personal Care Aide Program is to provide the information and skills that will enable personal care aide to provide a wide range of services to individuals in their own homes. Generally, people with a physical or mental disability or older adults who need help with certain everyday tasks use Personal Care Aide (PCA)'s services. Quality healthcare for people in a variety of settings, including acute and long-term care facilities and the home.

### **PROGRAM OBJECTIVE**

Celeste Training Center's Personal Care Aide Training program shall be consistent with NYS requirements. All Celeste Training Center's program programs follow these same objectives, helping the personal care aide to:

- Form a relationship, communicate, and interact competently on a one-to-one basis with the person requiring care.
- Demonstrate sensitivity to each person's emotional, social, and mental health needs through skillful, directed interactions.
- Assist individuals in attaining and maintaining functional independence.
- Exhibit behavior in support and promotion of each person's rights.
- Demonstrate observation and documentation skills needed in the assessment of the person's health, physical condition, and well-being.

### **COURSE DESCRIPTION**

The basic curriculum for personal care aide training is designed to be flexible, allowing programs to comply with their state requirements. The minimum requirement for personal care-aide training is a total of 40 hours. This includes 18 hours of classroom instruction and 22 hours of Skills Lab hours of total instruction.

## **PROGRAM LENGTH AND SCHEDULE**

Day and evening classes include 40 hours of training. Personal Care Aide follows those of the State of New York. Day classes that meet for 2 weeks plus 3 days- Mon through Friday. Classroom sessions are scheduled: Morning Mon-Fri 9:00 am – 2:30 pm. Evening classes meet for 2 weeks, plus 3 days: Mon-Fri 4:00 pm -9:30 pm; and Weekends-Saturday and Sunday 9:00 am – 3:30 pm.

All days include a 30-minute lunch break.

## **PREREQUISITES FOR ACCEPTANCE INTO THE PERSONAL CARE AIDE (PCA) TRAINING PROGRAM**

### **1. Enrollment Requirements**

- Registration fee is \ non-refundable in any event
- Course Deposit
- Government-issued ID
- High School Diploma/GED
- PPD
- Physical
- Drug Screen
- Hep B Immunization or titers
- Measles, Mumps, Rubella, Varicella (MMRV) Immunization or titers
- Covid-19 complete vaccination

## **RESPECT POLICY**

The code of conduct is the professional standards for conduct, attitude, performance, and ethics while enrolled in Personal Care Aide program shall be observed during class, lab, clinical rotation, and the testing for the state competency examination. Students must display professionalism and self-control in order to meet the demands of their duties as Personal Care Aides.

Disruptive behavior and inappropriate language such as profanity will not be tolerated. Inappropriate discussion of personal problems during any phase of training and testing is not permitted. Failure to follow the code of conduct is an immediate basis for dismissal from the program.

## **CODE OF CONDUCT**

- Appropriate interaction with instructors, coworkers, residents, etc.
- No personal cell phone usage during class, lab, or clinical rotation. Phone use is limited only to emergencies. All other calls must be made and received during breaks. The student must leave the classroom to make and receive calls. Cell phones should never be visible in residents' rooms.
- Disruptive behavior or inappropriate language, such as profanity or inappropriate discussion of personal problems, during any phase of training and testing is not permitted.

- A display of professionalism and self-control is required to meet the demands of the duties as a PCA.
- Students shall not perform a task for which the trainee has not received training.
- Practice all safety precautions taught for each lab skill.
- Reporting appropriate information, such as changes or problems in residents, to instructor and/or appropriate staff member.
- Students must follow and adhere to HIPAA Guidelines.
- Students must respond to emergencies in the clinical area.
- No sleeping or distractive behavior during class.
- Anyone caught cheating will be immediately dismissed from the program. Students have the right to appeal. All appeals must be submitted within 24 business hours of the disciplinary action notification date. The school must respond to the student's appeal within 3 business days of the filling of the appeal.
- No playing/horsing around with lab equipment; utilize equipment for learning purposes only.
- You are responsible for your own activity and are expected to abide by the rules of the Personal Care Aide Training program.
- Students must bring a book note/textbook/ workbook/pen/pencil) to class every day.
- Maintain proper infection prevention guidelines when caring for residents.

### **DRESS CODE**

- Dress Code with name tag identification is to be worn every day. Name tag identification will be provided by Celeste Training Center.
- Students must wear school-issued scrubs during class, lab, and clinical rotations.
- Students must wear all-white, closed-toed nursing shoes while in scrubs/uniform.
- Students must maintain adequate personal hygiene, socks, and shoes at all times in the classroom, lab, and clinical. The uniform must be clean, neat, and crisp. Your undergarments should not be visible underneath your uniform.
- Hair should be neat, clean, and tied up.
- Fragrance should not be worn when working around patients/residents. People may have allergic reactions or may suffer from respiratory problems causing difficulty breathing.
- Come prepared with a second-hand watch, a small notebook, and a pen.
- Nails are to be kept short to prevent client/resident injury.

### **COMPLAINT/GRIEVANCE PROCEDURE**

All grievances need to be submitted in writing via the student grievance form to the program coordinator. The program coordinator must follow up on the grievance within 2 days of grievance submission to investigate the problem. The Program Coordinator will interview all parties involved and decide regarding the problem. The student will receive a final answer regarding the grievance within 5 days from the date the grievance was filed.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information? Contact the New York State Education Department at: New York State Education Department 116 West 32nd Street, 5th Floor New York, New York 10001 Attention: Bureau of Proprietary School Supervision (212) 643-4760 (See Appendix A).

### **TERMINATION / WITHDRAW**

1. In case of termination by the school for inappropriate behavior, unsafe practices, or any other cause for dismissal, the student will receive a refund according to the mini-program refund policy below.

2. If termination occurs school may keep

- 0 - 15% of the program 0%
- 16 - 30% of the program 25%
- 31 - 45% of the program 50%
- 46 - 60% of the program 75%
- After 60% of the program 100%

3. The student refund may be more than that stated above if the accrediting agency refund policy results in a greater refund.

A student who cancels within 7 days of signing the enrollment agreement but before instruction begins receives all monies returned with the exception of the non-refundable registration fee \$40.00 will be deducted to cover the registration fee.

**FEE SCHEDULE**

<b>Program</b>	<b>Personal Care Aide</b>
<b>Hours</b>	<b>40</b>
<b>Tuition</b>	\$400.00
<b>Books</b>	<b>\$50.00</b>
<b>Non-Refundable Registration Fee</b>	\$40.00
<b>Total</b>	<b>\$490.00</b>
<b>Refund Policy</b>	Mini Refund Policy

**SCHEDULE SESSIONS:**

[ ] Day: Mon thru Fri – 9:00 AM–2:30 PM (5 hrs daily, 30 minutes break -25 hours/week – 2 Weeks) \*2<sup>nd</sup> Week, Mon, Tues & Wednesday Only)

[ ] Eve: Mon thru Fri – 4:00 PM–9:30 PM (5 hrs daily, 30 minutes Break, 25 hours/week – 2 Weeks) \*2<sup>nd</sup> Week, Mon, Tues & Wednesday Only)

[ ] Weekend: Sat/ Sun – 10:00 AM – 3:30 PM (Sat- 5 hrs. /Sun- 5 hrs., 30 minutes break, 10 hours/week – 4 Weeks)

\*4<sup>th</sup> Weekend, Sat Onl

## **PCA COURSE CALENDAR**

PCA Full Time AM/Morning: Program Starts on Monday, January 30<sup>th</sup> end on Wednesday February 15<sup>th</sup> 2023

PCA Part Time PM/Evening: Program starts on Monday January 30<sup>th</sup> end on Wednesday, February 15<sup>th</sup>,2023

PCA Part Time AM/Weekend: Program starts on Saturday February 25<sup>th</sup> end on Saturday March 18<sup>th</sup>, 2023.

**Method of Payment:** Plan A  Payment in full: Tuition \$400. Registration fee \$40.00, Books \$50.00 = \$490.00

Method of Payment: Plan B  Initial Down Payment of \$200.00 with a weekly payment of \$200.00. Balance should be paid in full before course completion.

### **Weekly Tuition Liability Chart**

PCA Program Payment Plan	\$490.00
Down Payment	\$200.00
Week 1	\$200.00
Week 2	\$90.00

**Hours of School Operation:** 8:30 a.m. – 10:00 p.m. M-F || 9:00 am – 6:00 pm (Weekends)

### **POLICY FOR GRANTING PREVIOUS EDUCATION AND TRAINING**

Please note that the program is a 40-hour course. Credit is not given for previous education and training. You must complete the full 40hours for course completion.

## REFUND POLICY

### MINI Refund Policy:

**Any Curriculum that is 6 weeks or less will follow the mini refund policy see below.**

- A. A student who cancels within 7 days of signing the enrollment agreement receives all monies returned except for the non-refundable registration fee. The failure of a student to immediately notify the school director in writing of the student's intent to withdraw may delay a refund of tuition to the student pursuant to Section 5002(3) of the Education Law.
- B. Thereafter, a student will be liable for
  - 1. The non-refundable registration fee plus
  - 2. The cost of any textbooks or supplies accepted plus.
  - 3. Tuition liability as of the student's last date of physical attendance. Tuition liability is determined by the percentage of the program offered to the student.

As per Education law 5002(3), the school catalog submitted for approval shall indicate the amount of refund due the student in the event of withdrawal. If termination occurs, the school may keep.

<b>Percentage Calculations</b>	<b>CNA</b>	<b>HHA</b>	<b>PCA</b>
0-15% of the program = 0%	\$950.00	\$500	\$400.00
16-30% of the program = 25%	\$712.50	\$375.00	\$300.00
31-45% of the program = 50%	\$475.00	\$250.00	\$200.00
46-60% of the program =75%	\$237.50	\$125.00	\$100.00
After 60%of the program= 100%	\$0.00	\$0.00	\$0

Although placement assistance service is provided, the school cannot guarantee a job to any student or graduate.

## QUARTERS REFUND POLICY:

**Any Curriculum that is 7-14 weeks will follow the quarter's refund policy see below.**

- A. A student who cancels within 7 days of signing the enrollment agreement receives all monies returned with the exception of the non-refundable registration fee. The failure of a student to immediately notify the school director in writing of the student's intent to withdraw may delay a refund of tuition to the student pursuant to Section 5002(3) of the Education Law.
  
- B. Thereafter, a student will be liable for
  - 1. The non-refundable registration fee plus
  - 2. The cost of any textbooks or supplies accepted plus.
  - 3. Tuition liability as of the student's last date of physical attendance.

Tuition liability is determined by the percentage of the program offered to the student.

If termination occurs, the school may keep:

<b>Percentage Calculations</b>	<b>CNA</b>
Prior to or during the first week = 0%	\$950.00
During the second week =25%	\$712.50
During the third week = 50%	\$475.00
During the fourth week =75%	\$237.50
After the fourth week =100%	\$0

Although placement assistance service is provided, the school cannot guarantee a job to any student or graduate.

## **LATE PAYMENTS**

1. If tuition is not paid in full by the clinical start date the student will not be allowed to take the final exam therefore will not receive a certificate of completion. This will prohibit the student from taking the CNA state examination.
  
2. If payments are not made when scheduled, the student will be charged a late fee. Students may be dropped from the program if fees are not paid as promised. Students will be assessed a late fee penalty of \$30 per week if payments have not been made as promised. Students must pay late fees and balance in order to be eligible for clinical, and school final exams, and obtain a certificate of completion. If a student is delinquent with payments, they may not be able to attend class.

*Failure to comply with the guidelines set forth will result in further disciplinary action*

*And/or withdrawal of the program.*

## **HOLIDAY CALENDAR**

Celeste Training Center will observe the following holiday:

New Year's Day (1st of January)

Martin Luther King (3rd Monday in January)

Memorial Day (last Monday in May)

Independence Day (4th of July)

Labor Day (1st Monday in September)

Thanksgiving Day (Thanksgiving is on the fourth Thursday of the month.) The day before Thanksgiving and the Friday after.

Christmas Eve (December 24th) & Christmas Day

## EMERGENCIES AND INCLIMENT WEATHER

In the event of an emergency, the school will notify the student of any class/clinical delay or cancellation via (phone, remind app). In the event of inclement weather, such as ice, sleet, flooding or any other natural weather or local disaster, school will close when The New York City School District is closed or delayed. Evening classes' students will be contacted.

When class/clinical is delayed, the time must be made up prior to the completion of class. Every effort will be made to plan the make-up for a day when a student is available. There will be pre-planned make up days on the calendar. Please see your schedule to view those dates. However, scheduling conflicts may result in the student finishing class with the next scheduled class.

## CLASSROOM, LAB, AND CLINICAL POLICIES

1. **Sign in/out sheet:** Students must sign in and out every day. Students are responsible for keeping up with their own sign in sheet for class, lab and clinical.
2. **Attendance, absences, and tardiness:** Student must attend class every day and be on time. Due to the critical nature of the program, students may *not* make up more than one classroom day. ***Clinical is mandatory and only one day of clinical may be made up on the day set forth by instructor.*** Students who miss more than the allowed class time will have to attend a make-up day which will be pre-assigned at the start of the class session. There will be an additional fee for this make-up day of \$100.00. All class make up time must be conducted during the hours in which the state has approved the facility to operate. Excessive tardiness and/or leaving class early will be grounds for dismissal. After two or more days of tardiness, students will be placed on probation and/or terminated from the program.
3. **Breaks:** Student must take breaks as scheduled. Students are allotted a 5-minute grace period to return from any break or lunch. A student that is more than 5 minutes late from a break is considered late and it will be counted as tardy. Students that have more than two tardy occurrences from a break will be placed on probation and/or terminated from the program.
4. **Late:** If a student knows that he/she is going to be late or absent, the student must call the school to notify a staff member at least 30 minutes prior to class start time. If there is no answer, the student must leave a message. Notification by anyone other than the student will not be accepted and will compromise the student's enrollment status. Any absences must be made up. Extensive absences may result in dismissal from the program. It is the student's responsibility to consult with the instructor for the requirements and date of make-up work. Students must complete all required hours and lessons in order to qualify for graduation.
5. **Assignments:** Students must read over the assigned material before and after each class and complete assignments for the next day. Students who have not completed the required reading or assignments will be placed on probation and/ or could be terminated from the course.

6. **Evaluations:** Students must be evaluated at the midpoint of the program and at that point achieve a grade of at least 70% and attend at least 70% of the program.  
By the end of the program, students must have attended all the required program hours.
7. **Passing criteria:** To pass the classroom instruction of the course, the student must maintain an average of 70% or above on all tests. Students below 70% or a 'C' will need remediation.  
Assistance from an instructor will be available if necessary.

### **GRADING SCALE**

<b>Grade</b>	<b>%</b>
<b>A</b>	<b>100-90</b>
<b>B</b>	<b>89-80</b>
<b>C</b>	<b>79-70</b>
<b>D</b>	<b>69-60</b>
<b>F</b>	<b>59 or below</b>

8. Lab is based on a pass/fail scale and each student must receive a grade in order to graduate from the program. Students will be given only TWO chances to demonstrate a skill properly. If a student is unable to demonstrate a skill properly after two tries, the student will not be allowed to attend clinical until the skills are mastered in the lab.

Clinical is based on a pass/fail scale and each student must receive a pass in order to graduate from the program. If a student is unable to demonstrate satisfactory skill mastery in the clinical setting or preforms tasks in an unsafe fashion, the student will be removed from the program.

#### **Class schedule:**

Full-time Daytime Monday thru Friday 9:00 a.m. –2:30PM p.m. Part-time Evening Monday thru Friday 5:00 p.m. – 9:30PM p.m. Weekend Saturday and Sunday Part-time 9:30 a.m.-5:30 p.m.

9. **Tests and final exam:** A test may be administered daily. No test or exam will be given unless the student has completed the required assignments. Students must arrive on time in order to take any test or exam. Only one make-up test or exam is allowed per program. It is the student's responsibility to consult with their instructor for the requirements and date of their make-up test or exam. Students must successfully pass a final exam with the school to graduate.
10. **Academic dishonesty:** Cheating of any kind during a test or any assignments will be grounds for dismissal from the school, including but not limited to talking during a test, discussing, or reviewing any items on the exam with anyone else during the exam, consulting books or notes during an exam, and/or sharing answers to tests or assignments with a student who has missed a class.

- 11. Sexual harassment and abuse:** Absolutely no sexual harassment in any form will be tolerated and is ground for immediate dismissal from the program. Verbal or physical abuse will not be tolerated either. Vulgar or suggestive language, reference to racial, sexual, and ethnic, ridiculing or excluding other students, gang attire, and bullying will not be tolerated. All the above behavior will result in the student being removed from the program.
- 12. Smoking:** Smoking is only allowed outside the school in the designated area and cigarette butts must be disposed of properly. No smoking is allowed on clinical sites at any time.

**Drug and alcohol:** No drug and/or alcohol is allowed at the school or at the clinical site. Students caught on campus or in clinical with any of these substances will be immediately dismissed from the program. Any student suspected of being under the influence of these substances will be subject to a drug/ toxicology screen and removed from the course pending results. Celeste Training Center.

Retains the right to administer random drug tests to any student attending the nurse aide training program. Refusal to take the drug test/ screening is grounds for immediate dismissal from the program.

### **LEAVE OF ABSENCE POLICY:**

Students will be granted a leave of absence upon request. The following guidelines must be adhere to:

- medical (including pregnancy), family care (including unexpected loss of childcare and medical care of family), military duty, and jury duty.
- A request for a leave of absence must be submitted to the school Director in writing
- The request must have the date that the student will begin the leave and the expected date to return to class.
- Leave of absences will be honored within the student contract. Should a request take the student beyond this contracted bulletin they may be subject to reentry under a new contract. If the student does not reenter within their contract and has not notified the school, the student's contract will be terminated, and he/she will be granted a refund according to the school's Refund Policy.

\* Note each individual situation will be handled privately. The school will make every effort to help students meet their educational goals. It will be necessary to meet with the school Director before returning to class\*

### **CLINICAL GUIDELINES**

1. Students are required to arrive at the clinical site 15 minutes before start time. Each day before starting clinical a mandatory 10 to 15 minutes pre-clinical conference will be held to inform students of their duties and the status of the instructor evaluation process.
2. All students must abide by all guidelines, policies, and procedures mandated by the instructors. Students must report resident abuse to the clinical instructor.  
If a student does not adhere to the expectations of clinical, the instructor has the right to ask the student to leave the facility.
3. Under no circumstances is the student to contact the clinical facility in an attempt to schedule independent clinical days. Make up clinical days should be arranged with the instructor only.

## MISCELLANEOUS RULES

1. **Physical demands and environmental conditions:** Student should be aware that the following may occur lifting during patient transfers, pushing wheelchairs up to 300 pounds, visual acuity to monitor and evaluate patients, ability to read and write, and exposure to infectious materials.
2. **Visitors:** Students are not allowed to have visitors in the classroom while school is in session or in the clinical or lab setting. Children are not to be in school while students are in class. We will ask anyone who is not a student to leave the school.
3. **School property:** In the event that the student damages school property, certificate of completion will not be released until the cost of damage to school property is replaced or paid for. The student may be subject to attorney fees and other filing fees made due to the damage.
4. **Job placement:** Celeste Training Center does not guarantee job placement after graduation. Students who graduate from the program in satisfactory standing may consider using the instructor as a point of reference for future jobs. Instructors may become the student's first job reference based upon the skills and behavior demonstrated while enrolled in the Nurse Assistance allowed Training Program.
5. **Financial Assistance:** No financial aid assistance is offered at this time.

## COLLEGE CREDIT – DISCLAIMER STATEMENT

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

### **ADDENDUM TO THE ENROLLMENT AGREEMENT FOR NURSE AIDE PROGRAMS**

I,            understand that federal and state law requires any person employed in a Residential Health Care Facility (RHCF) as a nurse aide or nurse assistant or orderly to be listed in the Nurse Aides Registry maintained by each state. Although the law pertains to Nursing homes, most New York City hospitals are also requiring certification of hiring.

1. I may obtain placement on the New York State RHCF Nurse Aide Registry by successfully completing a training program approved by the New York State Education Department AND by passing a two-part Nurse Aide competency exam offered by Prometric, the contracting agency for New York State. This exam consists of a clinical skills portion and a written or oral portion.
2. I understand that in accordance with rules set forth by Prometric, I will not be able to take the New York State Nurse Aide Competency Exam without my Social Security Card.
3. If I am hired to work in a nursing home after graduation, I must pass both parts of the competency exam and be on the registry within four months of graduation.
4. If not employed, I must pass both parts of the exam within two years from the date I graduated. If I do not choose to test within two years and later choose to test, I realize I must complete a new training program before I will be able to take the exam.

5. I will have three chances to pass each part of the exam. If I do not pass the clinical skills portion of the exam by the third try, I may not take the written or oral exam. If I do not pass either section by the third try, I must repeat the program if I wish to work in a nursing home. I understand that I will have to repeat the program at a school different from where I originally trained.
6. The fee for the exam is payable to New York Commissioner of Health not to the school. The fee is \$115.00 for the entire exam (clinical and written). There is an additional fee for repeating either part of the exam. If I fail to appear for the exam, I will have to pay an additional fee of \$115.00 for the exam.
7. If I work for a nursing home upon successful graduation, I understand that I may submit receipts to the nursing home from my CNA training and exam fee in order to receive partial reimbursement from New York State.
8. **I understand that in accordance with the state Commissioner of Health that if I am to be employed in a nursing home and or home care services agency, I must submit to a criminal background check.**
9. **I understand that if I do have a criminal record, it may prevent me from obtaining employment in a nursing home.**

### DISCLOSURE & MISSED CLASSES

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school, or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

**Make up classes:** If students miss a class or clinical day that needs to make up, the student is responsible for payment of the missed class of \$100 for each class (clinical/ classroom). The make-up date will be discussed and decided by the Primary Instructor and Director.

## SCHOOL DESCRIPTION

Celeste Training Center, LLC is a private school Located on the first floor at 205-1 Jamaica Avenue. Queen Village, New York, 11423. The facility is handicap accessible. The school is self-contained with two rooms, one with an instructional section and a second room with an instructional section and practice area where the student will learn their hands-on skills. The classroom contains all the required equipment and elements as required by the NYSDOH and BPSS for the student to learn all the skills required. Clinical will take place at the long-term care facility.

### **Celeste Training Center employees:**

**Owner:** Terlie Vincent Chery, RN  
Wedlie Vincent, CNA

**Director:** Terlie Vincent Chery, RN

**Program Coordinator:** Terlie Vincent Chery, RN

**Agent:** Terlie Vincent Chery, RN

**Primary and Clinical instructor:** Terlie Vincent Cher

## **INFORMATION FOR STUDENTS STUDENT RIGHTS**

**Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.**

### **What is the purpose of this pamphlet?**

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers' meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

### **Who can file a complaint?**

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

### **What can a student or employee complain about?**

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

### **How can a complaint be filed by a student or employee?**

You should try to resolve your complaint directly with the school unless you believe that the school will penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

### **What is the Tuition Reimbursement Fund?**

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided to you upon enrollment).

### **What is the tuition refund and cancellation policy?**

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

### **What should students know about "private school agents"?**

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

### **What should students know about "grants and guaranteed student loans"?**

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours-- the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the interest charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information? Contact the New York State Education Department at New York State Education Department 116 West 32nd Street, 5th Floor New York, New York 10001 Attention: Bureau of Proprietary School Supervision (212) 643-4760 This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career school