

International Health Training Center

Occupational School

STUDENT HANDBOOK



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PREFACE – A LETTER FROM THE HEAD OF IHTC

On behalf of all our friendly faculty and staff here at International Health Training Center (IHTC), we wholeheartedly welcome you to our Occupational Training school!

Thank you for choosing IHTC to help you achieve your educational and occupational goals.

At IHTC, you will find high-quality instruction at a reasonable rate, and our staff is committed to providing student support services to ensure your long-term success. Please make the most of your time here; we offer a rich variety of educational, social, and cultural experiences.

Whether you are here to gain a certificate, or to just receive career training, we sincerely believe you'll find that IHTC will provide you with the foundation you need to achieve your educational, and occupational, goals.

We wish you the utmost success during your time here with us!

Sincerely,

Onercy Gonzalez

IHTC Program Director



INTRODUCTION



This Student Handbook provides you with detailed information about the many services and activities available to International Health Training Center (IHTC) students, and explains our rules governing academic life, including our Student Code of Conduct. Our Student Services staff stands ready to assist you, as you embark upon, or continue, your educational, or occupational career!



VISION STATEMENT

The IHTC program's priority is to maximize student learning by setting high academic standards, increasing academic achievement, and developing our students' learning skills by initiating responsible strategies to prepare students for the world of tomorrow.

MISSION STATEMENT

International Health Training Center is a dynamic, diverse learning community that supports all students in their education, leading to a career, and the pursuit of life-long learning. Staff is committed to student success and strive to offer accessible, and innovative, programs with comprehensive support services to prepare students for a better future.

To bring this vision to fruition, our objective is to promote student achievement and academic rigor for a

career, and higher education readiness by fostering educational excellence. To fulfill this mission, we will:

- Provide a cooperative and collaborative educational environment that encourages participation in the community to help students achieve their highest potential and become life-long learners.
- Eliminate barriers to academic and personal success by delivering the necessary support services, necessary community referrals for additional support.
- Offer the necessary components for academic success that include small class sizes, tutoring, flexible, and part-time class schedules, and a challenging curriculum.



EXPECTED STUDENTS' OUTCOMES

International Health Training Center believes that for us to attain our

- 2.) Know how to utilize resources including technology to find, analyze, and evaluate information.

mission we must produce graduates who:

- 1.) Are well prepared, and proficient in all academic disciplines
- 3.) Have the skills to question, solve problems, and make wise decisions

POLICIES

ATTENDANCE

Students are expected to be at school on scheduled days and on time. The primary responsibility for attendance rests with the student. Perfect attendance is the goal, in order to be able to complete the course. In case a student is not compliance with 100% attendance, students may be asked to withdraw from the course. The following procedures must be followed in the event of an absence:

EXCUSED ABSENCE:

When a student is absent, they should call the school office by 9:00 A.M. so that we can maintain proper communication between the school, and student. If a call is not received, the school will contact the student. Any missed days will prompt the school to make arrangements with the student to complete the missed day or days at the end of the course or on the next scheduled course. Student will not receive a certificate of completion until missed days are satisfactory made up.

EXCESSIVE ABSENCES:



Absences will result in a conference with the administrator and the student in order to come up with a resolution. Students missing more than 2 classes may be asked to withdraw from the course.

TARDIES:

Habitual tardiness will result in a conference with the administrator. Should the problem continue, a student may be asked to withdraw from the course.

GRADING

Student grades will reflect the quality and content of the work the student produces as part of his/her course assignments and examinations within the curriculum, as well as the student's clinical performance on fieldwork assignments.

Certificate of completion are issued to students at the end of the training program. In compliance with 230 CMR 15.01(10) the school will provide students with appropriate reports of progress in writing at least once during each course with durations of 15 hours or more. The progress report will be provided by the time 50 percent of the course has been completed. Students will receive a

number grade for each course. The numerical grades, are as follows:

100- 95	94- 90	89- 87
86-83	82- 80	79- 77
F- Fail	I- Incomplete	

REPEATING A COURSE:

In a training program in which a student received an F, may be repeated, without prior approval.

STUDENT CODE OF CONDUCT

International Health Training Center is a community of learners. That community includes students, staff, and visitors, each of whom deserves an environment that fosters maximum academic and personal growth. Furthermore, each member of International Health Training Center is responsible for creating and respecting conditions in the classroom that encourage learning and teaching in an atmosphere of academic freedom.

Among the elements of a good learning environment are:

- Safety
- Respect



- Orderliness
- Freedom from all forms of harassment or abuse
- High standards of responsibility and integrity

STUDENT RIGHTS

International Health Training Center is committed to providing academic services of the highest quality to all who desire to learn. Accordingly, the following list affirms the rights, which students enjoy at International Health Training Center, rights that issue from each student's intrinsic value and worth. Students have the right:

- To have the opportunity to pursue higher education
 - To have the freedom to exercise the rights of citizenship, association, inquiry and expression
 - To have the right of privacy and confidentiality
 - To have the right to quality education, including, but not limited to:
- A. Competent instruction, educational services and appropriate resources (including computer access)

- B. Assistance in overcoming educational, cultural, emotional, and economic barriers, which hinder the educational process
- C. From the staff member during the first week of classes, a written course description including an outline of the material to be covered; course requirements, expectations, and a specific list of information and techniques which the student is expected to acquire; attendance policy; and the grading system to be used
- To have the right to fair and equal treatment including, but not limited to, instruction, evaluation, and services and appropriate behaviour by faculty, staff, students, and administrators
 - To have the right to procedural due process in grievance and disciplinary hearings

STUDENT RESPONSIBILITIES

Rights beget responsibilities, and students at IHTC are responsible for:

- Showing up to class as scheduled.



- Returning from break on time, and not leaving the classroom frequently without an appropriate reason.
- Being attentive and prepare for class.
- Avoid the use of cell phones during class.
- Must always wear assigned uniform.
- Be respectful of one another.
- Homework should be completed in a timely manner.
- Complete any make up absence.
- Never smoke in any area other than the assigned one.
- Never use alcohol or drugs in facility. Notify instructor of any medication currently being taken that might impair student's physical or mental capabilities.
- Refraining from cheating on exams.

CLINICAL POLICIES

Students must complete the core curriculum class and lab studies before they become involved in clinicals at the long-term care facility. During clinical practices, students must maintain

professionalism, abide by HIPAA laws, and respect and serve those cared for by providing the needed care and respecting their rights. Any misconduct by the student may result in failure of clinical practice, which will result in failure of the program; it will be reported to DPH, the Department of Nurse Aide Registry.

CLINICAL CLEARANCE REQUIREMENTS

All students must submit the following for clinical five days before the first day of class:

- 1.) Submit 1-step TB results within a year.
- 2.) The school will provide a background check.
- 3.) Proof of Covid vaccines.
- 4.) Annual Physical.
- 5.) Proof of Health Insurance



STUDENT GRIEVANCE PROCEDURE

POLICY GOAL: COMPLAINT RESOLUTION

Per 230 CMR 15.07(2), A school shall respond to written students' complaints in writing ten days from when the complaint was submitted to the school.

The students may also contact DOL (Division of Occupational Licensure) at any time with a complaint. DOL's contact information:

Address: 1000 Washington St # 710,
Boston MA 02118,

Phone #: (617) 701- 8719.

Email: occupational.schools@mass.gov

DEFINITIONS

Complaint – The informal, unwritten stage of an allegation of mistreatment.

Grievance – A written complaint led by a student with the person designated by the President specifically alleging an abridgment of his or her rights as a student.

Grievant – The student or students making the complaint or grievance. The

Grievant must have been a registered student of the School at the time of the alleged mistreatment.

Responding Party – The person against whom a complaint or grievance is directed.

UTILIZING THE STUDENT GRIEVANCE PROCEDURE

The Student Grievance Procedure may be used by a student, to address complaints concerning the alleged abridgment of the student's rights, as stated in the School's Student Handbook and/or Policy Guide.

The student Grievant or the Responding Party may consult with the Administrator at any time.

Student Grievance Procedure, either party may request mediation by contacting the Administrator. Mediation shall be mutually agreed upon, and not unreasonably refused by either party. The Administrator shall select an impartial mediator who shall be mutually agreed upon, and not unreasonably refused by either party, make the arrangements, determine the timetable for the mediation

process, and inform the parties of the timetable in writing. Where practical, a mediation session shall be conducted no later than thirty (30) days after requested and agreed to by the parties. The purpose of mediation is to resolve the dispute to the satisfaction of both parties. If a resolution cannot be achieved, the Grievant may proceed with the Grievance Process. A claim of physical or sexual assault shall not proceed under the Student Grievance Procedure. A student claiming physical or sexual assault by an employee of the school shall report the incident to the Administrator, for this one to notify the Police Department.

Further, in matters involving physical or sexual assault, students and employees are strongly encouraged to report the incident to the local authorities.

GUIDANCE AND COUNSELING

The purpose of the guidance and counseling is to offers comprehensive support services whose main objectives are to help students attain their educational goals, and to help facilitate student growth and development.

Program coordinators welcome the opportunity to discuss with students any topics that may contribute to a more satisfying school experience.

The Program Coordinator is directed to implement a guidance program that carries out the purpose of this policy and:

- 1.) Involves teaching staff members at all appropriate levels.
- 2.) Honor the individuality of each student.
- 3.) Is integrated with the total education program.
- 4.) Is coordinated with available resources of the community.
- 5.) Provides for the means of sharing information among appropriate staff members in the student's interest, and
- 6.) Is available to all students and prohibits biased counseling and the use of materials that discriminate among students based on their race, color, creed, religion, national origin, ancestry, age, sexual orientation, gender, gender identity or expression, or disability.



FINANCIAL AID

Per 230 CMR 15.04 (5) and (6):

(5) After April 1, 2017, 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 enrolment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L.c. 225, § 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 allow a student 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. However, this provision shall not apply to (1) Programs not subject to division approval and (2) Programs 80 hours or less in duration and \$2000 in costs.

Students enrolled in the Nurse Aide Training Program will not be allowed to participate in the clinical portion of the training until all balances have been fully paid. Students have one month to fulfil their balances before they need to retake the training at a discounted rate of 30% and without the need to repurchase materials such as books, uniforms, etc.

Students enrolled in the Home Health Aide/ Homemaker training will not be allowed to take their final exam until all balances have been paid off. Students have one month to satisfy all balances before they must retake the training at a discounted rate of 30% and without the need to repurchase materials such as books, uniforms, etc.



WITHDRAWAL

At International Health Training Center, we strive to develop new ways to expand and improve student satisfaction.

However, if the student is no longer satisfied, interested in the program of choice, or can no longer continue their studies, we offer a generous refund policy.

Students have the right to withdraw from the Program at any time. To consider the student's withdrawal, the student must

notify the school in writing. The withdrawal will become effective the day it is mailed or hand-delivered. After the first five days of the initial agreement, the student's refund will be based on:

Lessons completed, Tuition collected, Enrollment date, Non-reusable supplies, and supplies or materials not used will be fully refunded to the student at the original rates.

If you withdraw:	Amount you will owe:
Within five days you will receive a refund of all monies paid, provided that you have not commenced the program.	(100% Refund)
Prior to the commencement of the program	Non-refundable administrative fees
During the first quarter of the program	Non-refundable administrative fees + 25% of refundable tuition
During the second quarter of the program	Non-refundable administrative fees + 50% of refundable tuition
During the third quarter of the program	Non-refundable administrative fees + 75% of refundable tuition
During the fourth quarter of the program	Full program tuition and any applicable fees

Per 230 CMR 15.04 (7) and (8):

- (7) If a student withdraws from a Program under 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 under the school's withdrawal policy, the school shall:
- a) for the purpose 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 participation in an instructional activity.

EMPLOYER RECRUITMENT INFORMATION

JOB PLACEMENT

IHTC does not offer job placements to its students, but they will be informed of any company looking into hiring. Employers may post full-time, part-time, or temporary job opportunities for International Health Training Center students, free of charge, on the public 'Job Placement' bulletin board provided at our school campus.

These opportunities will be accessible and shared with International Health Training Center students and the IHTC community. To post a job link with us online, visit the IHTC website at www.internationalhtc.com/suggest-a-job-opportunity/



GENERAL INFORMATION

CANCELLATION OF CLASSES

To view school cancellations, visit the IHTC website, at www.internationalhtc.com, and review the school calendar posted under the '[Class Schedule](#)' tab.

When cancellation of classes is necessary due to inclement weather, notifications will be sent to all enrolled students, via either text-message, or email.

CAREER SERVICES

International Health Training Center provide students with an updated list of agencies that are currently hiring, at the end of the training. Students also receive assistance in creating or editing their resume for better presentations.

HOURS OF OPERATION

Monday- Friday 9am- 10pm

Saturday & Sunday 9am- 6pm

The school will be closed on major holidays.

Any special school closures will be posted on the school website.

