



CATALOG

PACIFIC HEALTH EDUCATION

5108 E Clinton Way #115, Fresno, CA 93727

www.pacifichealtheducationfresno.com

(559) 900-5150

Period covered by the catalog: 1st January 2026 to 31 Dec 2027

Published January 1st 2026



Table Of Contents

| | |
|---|----|
| IMPORTANT | 5 |
| School Holidays: | 6 |
| Schedule of Operations:..... | 6 |
| School Location and Direction | 7 |
| Welcome to Pacific Health Education..... | 8 |
| History of Pacific Health Education..... | 9 |
| Approval..... | 9 |
| Mission Statement..... | 10 |
| Objectives | 10 |
| Vision..... | 10 |
| Accuracy Policy | 11 |
| Programs..... | 12 |
| Curricular Offerings..... | 12 |
| Class Size | 12 |
| Admissions and Registration..... | 13 |
| Nursing Program | 13 |
| Home Health Aide..... | 13 |
| Requirements for Program Completion | 14 |
| Program Description | 14 |
| Nursing Assistant | 14 |
| Program Objectives..... | 14 |
| Program Learning Outcomes | 16 |
| Graduation Requirements | 16 |
| Requirements for State Licensure | 16 |
| Program Description | 17 |
| Home Health Aide..... | 17 |
| Program Objectives..... | 17 |
| Program Learning Outcomes | 18 |
| Graduation Requirements | 18 |
| Requirements for Eligibility for Licensure..... | 18 |



| | |
|--|----|
| The Six Pillars of Character..... | 19 |
| Student Rights and Responsibilities..... | 20 |
| Academic Integrity..... | 20 |
| Drug and Alcohol Policy | 20 |
| Student Behavior Rules and Regulations..... | 20 |
| Privacy of Student's Records..... | 20 |
| School's Physical Facilities and Equipment..... | 20 |
| Classrooms | 21 |
| Skills Laboratory..... | 21 |
| Library and Reference Materials..... | 21 |
| Front Desk/Reception | 21 |
| Conference Room | 21 |
| Office Rooms..... | 21 |
| Nursing Assistant/Home Health Aide Program Equipment and Supplies..... | 23 |
| Faculty..... | 24 |
| Policy on Diversity..... | 24 |
| English Language Proficiency..... | 24 |
| Notice Concerning Transferability of Credits and Credentials Earned at Our Institution | 25 |
| Articulation Agreement | 25 |
| International Students | 25 |
| Fee Payment Procedure..... | 25 |
| Fees and Expenses | 26 |
| Financial Assistance | 26 |
| Fee Schedules | 27 |
| Enrollment Agreement | 27 |
| Cancellation and Refund Policy..... | 27 |
| Withdrawal Policy | 28 |
| Student Tuition Recovery Fund (STRF) | 28 |
| Academic Regulations..... | 30 |
| Attendance/Absenteeism and Make-up Policy and Procedures | 30 |
| Pregnancy Policy | 31 |



| | |
|--|----|
| Evaluation, Grading, and Minimum Program Passing Standards | 32 |
| Purpose: | 32 |
| Policy | 32 |
| Cheating | 32 |
| Repeating the Course..... | 32 |
| Clinical Evaluation | 32 |
| Grading Scheme | 32 |
| Classroom and Clinical Behavior Policy..... | 33 |
| Purpose: | 33 |
| Policy:..... | 33 |
| Dress and Uniform Policy..... | 34 |
| Purpose | 34 |
| Uniforms | 34 |
| Hair..... | 34 |
| Tattoos and Body Piercings..... | 34 |
| Makeup and Perfume | 34 |
| Nails..... | 35 |
| Jewelry | 35 |
| Speech and Conversation | 35 |
| Probation and Dismissal Policy | 35 |
| Purpose | 35 |
| Grievance/Complaint Policy and Procedure | 37 |
| Policy | 38 |
| Purpose | 38 |
| Scope..... | 38 |
| Procedure..... | 38 |
| Leave of Absence Policy | 38 |
| Purpose | 38 |
| Policy | 38 |
| Student Services..... | 39 |
| Admissions and Records | 40 |



| | |
|--|----|
| Guidance and Counseling | 40 |
| Job Placement..... | 41 |
| Library Services | 41 |
| Tutorial Services..... | 42 |
| Housing | 42 |
| Students with Disabilities..... | 42 |
| Non-discrimination Policy | 43 |
| Student Records Management and Retention | 43 |
| Policy | 43 |
| Procedure..... | 43 |
| Class Schedule* | 44 |
| School Administration..... | 45 |



IMPORTANT

Any questions a student may have regarding this Student Catalog that have not been satisfactorily answered by the institution may be directed to:

Bureau for Private Postsecondary Education (BPPE)
1747 North Market Blvd, Suite 225, Sacramento, CA 95834
P.O. Box 980818, West Sacramento, CA 95798-0818
Phone: (916) 431-6959 Fax: (916) 263-1897 Web site: www.bppe.ca.gov

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling Toll Free: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: www.bppe.ca.gov

Be informed that Pacific Health Education has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and had no petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

This catalog is updated annually and reflects all information of the approved curricular programs of Pacific Health Education to provide students and other interested persons prior to enrollment as required by Education Code 94909.

As a prospective student, you are encouraged to review this catalog before signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which will be provided to you before signing an enrollment agreement.

Any concern regarding this School Catalog may be directed to:

Pacific Health Education
5108 E Clinton Way Suite 115
Fresno CA 93727
Tel: (559) 900-5150
Website: www.pacifichealtheducationfresno.com



School Holidays:

| | | |
|---------------------------|-------|------------------|
| January 1 st | ----- | New Years Day |
| May 29 th | ----- | Memorial Day |
| July 4 th | ----- | Independence Day |
| September 4 th | ----- | Labor Day |
| November 23 rd | ----- | Thanksgiving |
| December 25 th | ----- | Christmas |

Schedule of Operations:

The business hours of operation are 8am -3:30pm Monday through Friday. However, registrations are taken between 9am- 2 pm.

All class sessions and instructions are held at the school, located at 5108 E Clinton Way #115, Fresno, CA 93727.

Clinical training will be held at:

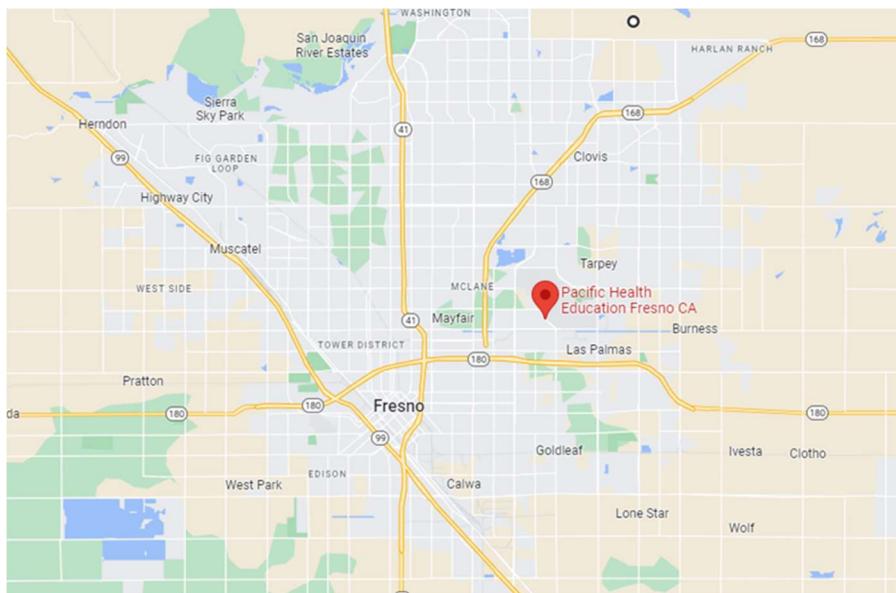
- 1) Oak Wood Gardens located at 3510 E. Shields Ave, Fresno CA 93726,
- 2) Manning Gardens located at 2113 Manning Ave, Fresno Ca 93725,
- 3) North Pointe located at 668 E Bullard Ave, Fresno, CA 93710
- 4) California Home for the aged located at 6720 E Kings Canyon Rd, Fresno, CA 93727

These facilities are contracted by PHE for students to do clinical training. These facilities are not owned or operated by PHE.



School Location and Direction

The exact physical address where class sessions will be held is 5108 E. Clinton Way Suite 115, Fresno CA, 93727. Pacific Health Education is located across the street from the Fresno Yosemite International Airport terminal in southeast Fresno with easy access from Highway 168 and Highway 180. These facilities are contracted by PHE for students to do clinical training. These facilities are not owned or operated by PHE.



Campus Building located at 5108 E.
Clinton Way Suite 115 Fresno, CA
93727 includes all administration,
classrooms, and libraries with ample
parking for students.



Welcome to Pacific Health Education

On behalf of Pacific Health Education, I welcome and applaud you for taking this giant step towards making your dreams come true.

Healthcare is one of the most rewarding professions today. There is an urgent need to prepare culturally diverse professionals to cope with the expanding demographics and the aging population globally.

Our school is situated in a culturally diverse environment that is built around a diverse group of students. PHE targets adults who wish to access an entry level profession with the ability to subsequently move towards vocational programs. Experienced faculty and staff will mentor you in communication and critical thinking skills utilizing the best practices in the learning process.

We believe that the Nursing Assistant/HHA:

- is an important member of the health care team, who under the direction of licensed nursing staff, provides patient centered nursing care.
- recognizes the patient as a unique entity, as well as an integral part of the family, a culture and part of the community.
- assists in meeting the patient's physical, emotional, psychological, and spiritual needs.
- is a part of a helping profession and a caring person with a reverence for life.
- is committed to educational standards of excellence that will assist the graduate to have marketable skills and will permit articulation in the nursing profession.

I welcome listening to your challenges, suggestions, and opinions. Your goals are our goals and your concerns, our concerns.

Sincerely,

Nancy Hackett RN, MSN, PHN



History of Pacific Health Education

In 2019, the school was established in Fresno, California to provide quality education to students wanting to grow their knowledge in the field of nursing. The goal of the school was to offer a pathway for marginalized students who wish to enter the field of nursing as well as those looking for a steppingstone towards higher roles in the medical field.

Approval

This institution is a private institution, that it is approved to operate by the bureau, and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. An institution may not imply that the Bureau endorses programs, or that Bureau approval means the institution exceeds minimum state standards.

Our institution is licensed to provide quality education while meeting state standards. It's important to note:

- We do not claim endorsement or recommendation by the state or the bureau.
- The approval does not imply exceeding minimum state standards.

We focus on delivering a high-quality educational experience that aligns with established standards, ensuring excellence and compliance with California regulations.

In 2019 the California Department of Public Health Licensing and Certification Section approved the Nursing Assistant Program and the Home Health Aide Program.

In 2020 the California Department of Public Health Licensing and Certification Section approved the Continuing Education Units Program.



Mission Statement

The purpose of Pacific Health Education is to offer lifelong educational opportunities and services which address the unique needs of our diverse community of adult students by providing the means to become productive community members, workers, effective family members, and lifelong learners.

Further, the staff of Pacific Health Education believes that every person should have the opportunity to improve his or her quality of life through basic education, completion of secondary and post-secondary educational goals, vocational training, and retraining. We also believe that the acquisition of life skills is relevant to everyone's life. We believe that the opportunity to improve oneself and their position in life is through the pursuit of educational goals throughout a lifetime.

We believe that people are the nation's most important resource, and by improving that resource through continuing education and training, we build a stronger and better society.

Objectives

- To promote lifelong learning in adults
- To provide quality health care education leading to gainful employment
- To apply best practices in their chosen career
- To encourage community involvement and immersion

Vision

Pacific Health Education, a learner centered institution, will continuously provide the local community and the healthcare field with competent and caring individuals who foster the delivery of quality healthcare.



Accuracy Policy

The period covered by the catalog is 1st January 2025 until 31st December 2025 and is updated annually. Annual updates may be made using supplements or inserts accompanying the catalog. Every reasonable effort has been made to determine that everything stated in this catalog is accurate. However, courses and programs offered, together with other matters contained herein, are subject to change, without notice. This may be related to student enrollment, level of financial support, or for any other reason, at the discretion of the Program. PHE further reserves the right to add, amend, or repeal any of its rules, regulations, tuition rates, policies, and procedures. When size and curriculum permit, classes may be combined to provide meaningful instruction and training, and to contribute to the level of interaction among students. This catalog is available through the website www.pacifichealtheducationfresno.com.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by The Program may be directed to the Bureau for Private Postsecondary Education at (1747 North Market Blvd, Suite 225, Sacramento, CA, 95834, P.O. Box 980818, West Sacramento, California 95798-0818), (www.bppe.ca.gov), (telephone numbers 888-370-7589 and 916-431-6959 or fax number 916-263-1897).

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling Toll Free: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: www.bppe.ca.gov

Office of Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589, option #5, or by visiting osar.bppe.ca.gov.



Programs

The following programs are offered by Pacific Health Education.

A certificate will be given upon successful completion of the program.

| Program | Theory | Clinical | Total Clock Hours |
|-------------------|--------|----------|-------------------|
| Nursing Assistant | 60 | 100 | 160 |
| Home Health Aide | 20 | 20 | 40 |

Curricular Offerings

| Program Name | SOC Code | Clock Hours | | Credential Awarded | Course Level |
|-------------------|----------|-------------|----------|--------------------|---------------|
| | | Theory | Clinical | | |
| Nursing Assistant | 31-1131 | 60 | 100 | Certificate | Below college |
| Home Health Aide | 31-1120 | 20 | 20 | Certificate | Below college |

A Certificate is awarded upon completion of each program. In addition, a state test is required after completion of the Nursing Assistant program which is comprised of a

- 1) Multiple choice knowledge test
- 2) Skills exam

You have 3 tries to pass state testing. If you do not pass after three tries, you will need to take the Nursing Assistant course over.

The cost of the program includes the state testing fee for the first testing attempt.

SOC Code can be accessed thru U.S. Department of Labor's Standard Occupational Classification codes.

Class Size

The maximum number of students in both the classroom and skills laboratory is in compliance with the program requirements.



Admissions and Registration

Pacific Health Education offers the following programs: Nursing Assistant (NA), Home Health Aide, and Continuing Education Units. Each program has specific requirements to follow.

Nursing Assistant Program

- 1) Be 16 years of age, with parent's consent if under the age of 18.
- 2) Possesses adequate math skills.
- 3) Able to read, write, and speak in English.
- 4) A tuberculosis clearance that is no more than sixty (90) days prior to admission. A purified protein derivative (PPD) intradermal skin test is required, unless medically contraindicated. A positive PPD is 10 millimeters or more of induration (swelling). Redness alone at the skin test site is not considered a positive reaction. A chest x-ray is required for students with positive PPD, unless medically contraindicated. Students with positive PPD results and negative chest x-ray will be referred to their physician for clearance. (PPD is included in institutional charge).
- 5) A physical examination performed by either a physician or nurse practitioner that indicates the student does not have a health condition that creates hazard to self or others (included in institutional charge).
- 6) Completed live scan BCIA8016 form (included in institutional charge).
- 7) Completed CDPH 283 B application form.
- 8) Valid I.D. and Social Security Card.
- 9) Valid CPR card (included in institutional charge).
- 10) Completed Enrollment Agreement Form.
- 11) Must not have been convicted in any court of law of any major crime.
- 12) Credit transfers into our program are not accepted.

Home Health Aide

- 1) Possess a valid nursing assistant certificate from the state of California.
- 2) Be 16 years of age, with parent's consent if under the age of 18.
- 3) Possesses adequate math skills.
- 4) Able to read, write, and speak in English.
- 5) Completed live scan BCIA8016 form.
- 6) Completed CDPH 283 D application form.
- 7) Valid I.D. and Social Security Card.
- 8) Valid CPR card
- 9) Completed Enrollment Agreement Form
- 10) Credit transfers into our program are not accepted.



Requirements for Program Completion

A certificate will be awarded upon successful completion of all course hours and requirements per Pacific Health Education. The student must have a grade of 70% or better and all other curriculum requirements, clinical hours, classroom hours, and other applicable requirements are met with a minimum of satisfactory level or higher. The student must settle all financial obligations to the school to attain program completion.

Program Description

Nursing Assistant

160 Hours

The Nursing Assistant Program at Pacific Health Education is designed to prepare students for entry-level positions in various healthcare settings. The program encompasses sixty (60) hours of classroom theory learning and one hundred (100) hours of clinical instruction. The total duration is approximately twenty-two (22) workdays. The curriculum covers federal and state guidelines for bedside patient care, legal and ethical aspects of nursing, healthcare delivery systems, communication, emergency situations, and fundamental nursing skills for patients of all ages. The course is aligned with Maslow's basic human needs, focusing on health preservation.

Specifically, our program includes the 17 modules mandated by the California Department of Public Health, which are completed at our institution and required for program completion. A final examination, encompassing both theory and skills, is conducted on-site by the State of California. Additionally, a clinical internship, facilitated by a CDPH-approved skilled nursing facility with which we have a contract, is integral to the program. Notably, no externships are required. The program requires a total of 160 clock hours for completion, providing graduates with valuable skills for employment in medical offices, ambulatory care providers, clinics, hospitals, urgent care centers, nursing homes, and home health agencies.

The program prepares you for Nursing Assistant (NA) 31-1131 using the United States Department of Labor's Standard Occupational Classification.



Total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program are as follows:

| Course | Period of Attendance | Non-Institutional Charges | Institutional Charges | Total Charges |
|--------|----------------------|---------------------------|-----------------------|---------------|
| NA | \$1950 | \$265 | \$1685 | \$1950 |

Total charges for a period of attendance (22 days) **\$1350**

Estimated schedule of total charges for the entire educational program **\$1950**

Program Objectives

- 1) Use basic knowledge of normal human anatomy and function, principles of communication of different diseases and human psychological conditions as well as the physical responses to diseases to provide safe and effective nursing care to all clients of all ages in different health care settings.
- 2) Utilize the nursing process in observing, recognizing, reporting and participates in patient care planning and implementation to meet the client and their families' holistic needs by performing technical and manual nursing skills within the scope of practice for the Nursing Assistant in State of California.
- 3) Recognize, respect and support growth and development and cultural diversity of all people under his/her care with respect to their rights, dignity, and individuality.
- 4) Use proper and effective interpersonal skills when communicating with clients, families, and co-workers by fostering confidentiality and collaboration between the client and to all members of the health care team by organizing care in a health care setting that will provide appropriate direction to staff members.
- 5) Recognize each client as a unique entity as well as an integral part of a family, a culture, and the community by assisting and helping the client to meet and attain his/her optimal physical, emotional, psychological, social, spiritual, and intellectual and safety needs.
- 6) Provide health education and information related to community health services, and resources in relation to activities of daily living and health practices for clients with common illnesses.
- 7) Function and assume responsibilities within the legal and ethical boundaries of his/her role as a Nursing Assistant in the State of California.
- 8) Assume responsibility for personal and professional growth to broaden and advance his/her knowledge and skills.



- 9) Successfully complete the State Competency examination.

Program Learning Outcomes

Graduates from this program will be able to:

- 1) Identify the Physical and psychological needs of the ill, aged, and sick.
- 2) Understand basic human anatomy and physiology.
- 3) Recognize the signs and symptoms of common diseases, identify changes in condition behavior, complications, and report to Charge nurse and document accordingly.
- 4) Provide meaningful communication to clients/patients, and health care team members.
- 5) Establish and maintain a collaborative relationship when working with clients/patients and health care team members.
- 6) Give basic nursing care as taught in the program recognizing the responsibilities of the nursing assistant and the role of the ancillary health care team.
- 7) Ensures safety and privacy of clients/patients and personnel in clinical sites.
- 8) Use the skills and knowledge acquired at the nursing assistant level to prepare for continued professional growth and advancement.

Graduation Requirements

A certificate of Completion will be awarded to those students meeting the Nursing Assistant Program graduation requirements as set forth by California Department of Health, which is a minimum of 60 hours of theory and 100 hours of clinical experience. Students who have satisfactorily completed the 17 modules of study and all clock hours with a cumulative grade point average of a "C" or better and are cleared through student accounts.

Requirements for State Licensure

Upon successful completion of the Nursing Assistant Program and all financial obligations to the school are settled, the student is eligible for the State NA licensure examination. The requirements of the California Department of Public Health should also be fulfilled:

- 1) The applicant must be at least 16 years old.
- 2) Training should at least be 160 hours.
- 3) Applicant should submit their fingerprints to the California Department of Justice
- 4) Cleared of any criminal record upon admission.

It's important for students to be aware that the Nursing Assistant Program is designed to lead to positions in a profession requiring state licensure such as medical offices, ambulatory care providers, clinics, hospitals, urgent care centers, nursing homes, and home health agencies.



Program Description

Home Health Aide

40 Hours

The Home Health Aide (HHA) course at Pacific Health Education is designed to expand the Nursing Assistant's (NA) scope of knowledge and clinical skills for working in a home health setting. This program encompasses five (5) modules mandated by the California Department of Public Health (CDPH), which are completed at our institution and are prerequisites for program completion. Before progressing to the practical component, students must pass a final theory examination.

The curriculum delves into pathophysiology, treatment, and nursing care of disorders/diseases associated with end-of-life and hospice care. It provides an in-depth study of body structure and function, and the disease process. Additionally, students must fulfill the required 20 hours of clinical experience with a CDPH approved instructor. Notably, no internship or externship is mandated for this program. The HHA course requires a total of 40 hours for completion, and admission into the program necessitates a

NA certification from California.

The program prepares you for Home Health Aide (HHA) 31-1120 using the United States Department of Labor's Standard Occupational Classification.

Total charges for a period of attendance AND an estimated schedule of total charges for the entire educational program are as follows:

| Course | Period of Attendance | Non-Institutional Charges | Institutional Charges | Total Charges |
|--------|----------------------|---------------------------|-----------------------|---------------|
| HHA | \$700 | \$5 | \$695 | \$700 |

Total charges for a period of attendance (40 hours) **\$700**

Estimated schedule of total charges for the entire educational program **\$700**

Program Objectives

- 1) Define home health care.
- 2) Explain the roles and responsibilities of home health NA.
- 3) Demonstrate skills in basic and end of life care.



Program Learning Outcomes

- 1) Recognize, identify, and report normal and abnormal patterns in clinical findings and behaviors of patients.
- 2) Show adherence to clients' plan of care.
- 3) Comprehend the body systems, pain, treatments, and symptoms.
- 4) Return and demonstrate new technical and interpersonal skills and designated tasks.
- 5) Demonstrate proper use of diagnostic, safety, and therapeutic devices within the Nursing Assistant's scope of care.
- 6) Recognize and encourage the appropriate client attitudes and actions which reinforce client independence and healing.
- 7) Model appropriate behavior to peers, demonstrating proper methods for addressing client care needs on an individualized basis.

Graduation Requirements

A Certificate of Completion will be awarded to those students meeting the Home Health Aide Program graduation requirements. Students eligible for certificates of completion are those who have satisfactorily completed their modules of study and all clock hours of the program with a cumulative grade point average of a "C" or better, passed the final exam with letter grades of "C" or better, and are cleared through Student Accounts.

Requirements for Eligibility for Licensure

Upon successful completion of the Home Health Aide Program and all financial obligations to the school are settled, the student is eligible for the Home Health Aide certificate. The requirements of the California Department of Public Health should also be fulfilled:

- 1) The applicant must be at least 16 years old.
- 2) Training should at least be 40 hours.
- 3) Holder of a NA license



The Six Pillars of Character

Trustworthiness:

Be honest. Do not deceive, cheat, or steal. Be reliable – do what you say you will do. Have the courage to do the right thing. Build a good reputation. Be loyal – stand by your family, friends, and country.

Respect:

Treat others with respect; follow the Golden Rule. Be tolerant of differences. Use good manners, not bad language. Be considerate of the feelings of others. Do not threaten, hit, or hurt anyone. Deal peacefully with anger, insults, and disagreements.

Responsibility:

Do what you are supposed to do. Persevere; keep on trying! Always do your best. Use self-control. Be self-disciplined. Think before you act—consider the consequences. Be accountable for your choices.

Fairness:

Play by the rules. Take turns and share. Be open-minded; listen to others. Do not take advantage of others. Do not blame others carelessly.

Caring:

Be kind. Be compassionate and show your care. Express gratitude. Forgive others. Help people in need.

Citizenship:

Do your share to make your school and community better. Cooperate. Stay informed, vote. Be a good neighbor. Obey laws and rules. Respect authority. Protect the environment.



Student Rights and Responsibilities

Every student is responsible for following the rules and regulations in the Catalog. PHE is not liable if the student fails to read and understand the rules.

Academic Integrity

PHE is committed to the ideals of academic rigor and integrity. Respect and accountability are guiding principles in the pursuit of knowledge.

Drug and Alcohol Policy

An alcohol and drug free campus promotes the safety and welfare of the students, employees, and the public. All students are prohibited from the possession of or being under the influence of any illegal or controlled substance or alcohol.

Any questions or concerns about this policy may be directed to the Program Director.

Student Behavior Rules and Regulations

Unprofessional conduct will not be tolerated. Any verbal bullying or physical abuse of a patient or fellow student will result in automatic program dismissal and potential legal action.

The student is expected to always respect the patient's privileges, rights, and their personal belongings.

All students are urged to practice the 6 Pillars of Character, found on page 15.

Students are responsible in regulating their own conduct and respect the rights and privileges of others. Failure to comply with the standards set for by PHE will be grounds for disciplinary action.

Privacy of Student's Records

Access to student's records is governed by FERPA.

School's Physical Facilities and Equipment

PHE is a for-profit organization dedicated to enhancing the lives of career learners located in Fresno, California. It is housed in a single floor building for all programs offered with two classrooms, a skills room, and a conference room. Complete audiovisual equipment is available.



Classrooms

There are two classrooms equipped with television, computer, and dry erase boards.

- Room 1 measures 1352 square feet and can accommodate 45 students.
- Room 2 measures 522 square feet and can accommodate 15 students.

Skills Laboratory

There are two skills specific laboratories equipped adequately with supplies and equipment.

- Skills lab one measures 273 square feet and has two patient care units and can accommodate 15 students.
- Skills lab two measures 280 square feet and has one patient care unit and can accommodate 15 students.

Library and Reference Materials

The library is located in a 10 x15 square foot area. The number of holdings is updated annually to accommodate program offerings and curricular changes and updates. There are sixteen (16) available computers and internet access is available solely for educational purposes. There are two (2) bookcases where students can use a variety of books, videos, handouts and other instructional materials for research, remediation, review, homework and assignments.

To borrow a book, students can visit the office and contact the librarian to check the book's availability. Once confirmed, they can proceed to pick up the book from the designated location. To return a book, students can simply bring the borrowed book to the office during operating hours and hand it over to the librarian. No need to schedule an appointment; drop-offs are welcome during regular office hours.

Front Desk/Reception

The front desk/reception area measures 180 square feet. It is equipped with chairs, telephone, copier, printer, and file cabinets.

Conference Room

The conference room measures 276 square feet. It is equipped with a television, telephone, and a portable computer.

Office Rooms

The office rooms comprised of Program Director (150sq. ft.), Campus Director (150sq. ft.), Lead Instructor (150sq. ft.).



Equipment Standards:

Our commitment to quality education is evident in our choice of industry-relevant equipment. All equipment used in instruction or provided to students is carefully selected to be comparable to current industry standards, ensuring students gain the necessary skills for their chosen occupations.

Facility Maintenance and Compliance:

Our facilities are maintained to provide an optimal learning environment. We hold and maintain all required permits, ensuring compliance with health and safety regulations. All relevant permits are available for review by the Bureau upon request. At Pacific Health Education, we prioritize student success through high standards in equipment and facilities.

In strict adherence to regulatory standards and with approval from the California Department of Public Health (CDPH), our institution places paramount importance on providing specialized facilities and up-to-date equipment to facilitate the educational objectives of our Nursing Assistant (NA) and Home Health Aide (HHA) programs. For these programs, we meticulously ensure that the instructional equipment not only meets or exceeds industry standards but is also approved by the CDPH, ensuring compliance with the necessary criteria for effective education and skill development. Our commitment extends to maintaining well-kept facilities, including proper heating, cooling, ventilation, lighting, classrooms, and laboratories, thereby creating a safe and conducive learning environment for our students.



Nursing Assistant/Home Health Aide Program Equipment and Supplies

| | | |
|----------------------|----------------------|----------------------|
| Bath Basins | Padded Tongue Blade | Emesis Basins |
| Bath Blanket | Paper Towels | Sphygmomanometer |
| Hospital Beds | Plastic Trash Bags | Watch w/ Second Hand |
| Bedpan (Fracture) | Plastic Utensils | Gait Belt |
| Bedpan (Standard) | Powder | Hand Roll |
| Clothing Protector | Sharps Container | Isolation Gown |
| Cups | Shaving Cream | Non-skid Slippers |
| Dental Floss | Soap (liquid or Bar) | Pen and Paper |
| Dental Brush | Sponge Tip Oral Swab | Thermometer |
| Denture Cup/Lid | Toilet Paper | Stethoscope |
| Dentures | Toothbrush | Wheelchair |
| Disposable Razors | Toothpaste | Weighing Scale |
| Gloves (S, M, L, XL) | Top Sheet | Sink |
| Hand Sanitizer | Towels | Alcohol Wipes |
| Hospital Gowns | Washcloths | Toothettes |
| Lemon-Glycerin Swabs | Wastebasket | Pillows |
| Lip Lubricant | Water Pitcher | Bedpan Cover |
| Lotion | Nail File | Urinal |
| Mirror | Nail Clipper | Call Lights |
| Mouthwash | Orange Stick | Biohazard Red Bags |



Faculty

Full time faculty's primary responsibility is teaching as well as, service, professional development, student advising, retention, and active participation in Pacific Health Education governance.

Part-time faculties are skilled teachers who make a partial time commitment to the PHE faculty over the course of the year. Their primary responsibility is teaching and includes advising students on courses, program, or career-related issues; participating in departmental, divisional, and PHE activities; and engaging in continuing education relevant to their teaching.

Faculty holds degrees in their areas of expertise. They are respected professionals with many years of career experience. Learning is facilitated through lectures, outside reading, and class discussions relating to problems within students' interests. Their extensive knowledge of adult learners and the diversity of their backgrounds add a level of richness to the group-learning experience.

Policy on Diversity

Pacific Health Education offers equal educational and employment opportunities regardless of group identification, national origin, religion, age, sex, race, color, ancestry, sexual orientation, or physical or mental disability. It is the policy of PHE that, unless exempted by statute, every course offered and maintained by the Program shall be fully open to enrollment and participation by any person who meets the stated prerequisites for the course. PHE's policy of non-discrimination covers admission, outreach, educational programs and activities, facilities, access to course offerings, counseling, financial assistance, employment assistance to students, services, textbooks and curricular material, and career guidance.

English Language Proficiency

The primary language of instruction for both theory and clinical aspects is English and no other language. Applicants are required to demonstrate proficiency in reading, writing, and speaking English. The institution does not offer ESL (English as a Second Language) classes or accept TOEFL (Test of English as a Foreign Language) for language proficiency verification at the time of enrollment. Students who may need assistance with English proficiency are advised to seek such services at other institutions at their own expense. Instead, to ensure English language proficiency, applicants are required to submit documentation equivalent to a high school 12th-grade level certificate as part of the admission process. This documentation will be used to assess proficiency in English reading, writing, and speaking skills.



Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at Pacific Health Education is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in Pacific Health Education is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Pacific Health Education to determine if your certificate will transfer.

Articulation Agreement

Pacific Health Education has not entered into an articulation or transfer agreement with any other college or university.

International Students

Pacific Health Education does not participate in the Student & Exchange Visitor (SEVP) program of the Department of Homeland Security (DHS). As a result, visa services are not provided, and the Program will not vouch for student status. We do not admit students from other countries, and therefore, do not offer related services or vouch for student status. No charges are associated with visa services as they are not provided by the institution.

Fee Payment Procedure

For the Home Health Aide program, all tuition and fees must be paid in full before the first day of instruction. For the Nursing Assistant program fees will be required at regulated intervals if not paid in full upon registration.

Students may be dropped from their program and still owe fees up to and including the date of withdrawal from the program. Students will be dropped from the program if timely payments are not made. Failure to comply is sufficient cause to withhold certification.



Fees and Expenses

| Course | Registration | Tuition | Institutional Charge | Uniform | TB Skin Test | H&P | Total Charges |
|--------|--------------|---------|----------------------|---------|--------------|-------|---------------|
| NA | \$250 | \$1100 | \$280 | \$90 | \$80 | \$150 | \$1950 |
| HHA | \$0 | \$625 | \$75 | \$0 | \$0 | | \$700 |

Estimated Charges

| Course | Period of Attendance | Non-Institutional Charges | Institutional Charges | Total Charges |
|--------|----------------------|---------------------------|-----------------------|---------------|
| NA | \$1950 | \$1670 | \$280 | \$1950 |
| HHA | \$625 | \$00 | \$75 | \$700 |

Nursing Assistant:

Total charges for a period of attendance \$1950.

Estimated schedule of total charges for the entire educational program \$1950.

Home Health Aide:

HHA Total charges for a period of attendance \$700.

Estimated schedule of total charges for the entire educational program \$700.

The fees listed above are subject to change.

All other charges not included in the tuition but are required for admissions to the program that must be paid by the student are the following:

- 1) Chest x-ray if PPD skin test has positive result \$50-\$100 or it may vary depending on insurance.

Financial Assistance

Pacific Health Education does not participate in federal and state financial aid programs. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal financial aid funds. Pacific Health Education periodically assists students with



connecting to third-party grant programs, and any participation is completely voluntary on behalf of the student. If the student obtains financial assistance through any grant program, the student will have the responsibility of fulfilling the requirements of the independently agreed-upon contract. Pacific Health Education also offers in-house installment payment plans without any interest. There is no scholarship available through this institution.

Fee Schedules

Fees are non-refundable and are mandatory for students.

| | |
|------------------------|----------|
| Registration Fee | \$250.00 |
| STRF Fee | \$0.00 |
| Transcript Reprint Fee | \$25.00 |

Enrollment Agreement

Students must sign an Enrollment Agreement before beginning classes at PHE. The agreement includes topics pertaining to tuition and fees, billing, attendance, financial assistance, payment options, and other related matters. Prior to signing the Enrollment Agreement, PHE will provide prospective students with a school catalog electronically.

Cancellation and Refund Policy

You have the right to cancel your enrollment for a program of instruction without any penalty or obligations. Upon canceling the enrollment, the school will refund any money you paid, less a non-refundable registration fee. For clarification purposes, the action of canceling the enrollment agreement between the student and institution occurs on or before the first class session or the seventh day after enrollment, whichever is later. The withdrawal period follows the cancellation period. The student's tuition will be prorated upon withdrawing from the program and refunded accordingly.

To exercise your right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment, whichever is later, please follow the outlined procedures. Cancellations must be in writing and emailed to the Campus Director, Jamallah Hall at jhall.pacifichealtheducation@gmail.com.



Withdrawal Policy

The withdraw period occurs after the cancellation period. Withdrawals must be in writing, and either be hand delivered to the Campus Director or emailed to the Campus Director, Jamallah Hall at jhall.pacifichealtheducation@gmail.com. For the purposes of determining the amount the student owes for the time attended, the student shall be deemed to have withdrawn from the program when any of the following occurs:

1. Notify the School of withdrawal or the actual date of withdrawal; or
2. The School terminates the enrollment; or
3. Student fails to attend any classes for two (2) consecutive calendar days without notification.

A pro rata refund for withdrawal shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

1. The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.
2. All amounts paid by the student in excess of what is owed shall be refunded.
3. Except as provided herein, all amounts that the student has paid shall be subject to a refund except the registration fee of \$250.00, cost of books, supplies, and equipment are non-refundable.
4. For purposes of determining a refund under this section, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated above.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by The Program may be directed to the Bureau for Private Postsecondary Education at (1747 North Market Blvd, Suite 225, Sacramento, CA, 95834, P.O. Box 980818, West Sacramento, California 95798-0818), (www.bppe.ca.gov), (telephone numbers 888-370-7589 and 916-431-6959 or fax number 916-263-1897).

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency



program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. In accordance with California Code of Regulations, Title 5, Section 76120(a), effective April 1, 2024, Pacific Health Education is not required to collect a Student Tuition Recovery Fund (STRF) assessment from students who are California residents or enrolled in a California residency program. The current STRF assessment rate is \$0.00 per \$1,000 of institutional charges, meaning no additional STRF fee is charged to qualifying students.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589. To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A



student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Academic Policies

Attendance/Absenteeism and Make-up Policy and Procedures

At Pacific Health Education, we emphasize the importance of regular attendance to facilitate optimal learning outcomes for our students. Attendance policies are designed to create a conducive learning environment and promote student engagement. Students are expected to attend all scheduled classes, labs, and other educational activities. In the event of unavoidable absences, it is the student's responsibility to communicate promptly with instructors, providing a valid reason and any necessary documentation.

Our policies outline the procedures for making up missed assignments and coursework, as well as the impact of excessive absences on overall academic performance. Students are encouraged to familiarize themselves with specific attendance requirements for each course, as outlined in the course syllabus.

We believe that consistent attendance is integral to the educational experience and prepares students for success in their academic and professional endeavors. By adhering to these policies, students contribute to a positive and collaborative learning environment.

Procedure:

- 1) Students must regularly attend scheduled classes and be on time.
- 2) Students must attend and report on time for both clinical and theoretical classes as designed by the Administrator/Director or the Director of Nursing.
- 3) Each student will be provided with a daily sign-in sheet to record hours of attendance for both theory and clinical portions of the program. Students will sign the sheet each day of attendance, the instructor will countersign the time the class starts and the time the class ends.
- 4) Students who are unable to attend theory or clinical portions of the training must notify the school of their absence TWO hours before the start of the class by calling the Administrator/Director.



- 5) Agreements must be made with the Administrator/Director or instructor, immediately for a make-up time hour for hour.
- 6) Tardiness is arriving 5 minutes after the scheduled class time. Three (3) occurrences of tardiness will be considered one absence.
- 7) The decision to dismiss or retain any student will be based on the student's overall performance in the class and the reason for absenteeism or tardiness.
- 8) Tuition fees will be refunded, if applicable, to students who are dismissed from the program using the standard, state mandated formula and process.
- 9) Clinical instruction will only be given at the specified location.
- 10) The program will be completed in 30 days unless prior arrangements are made with the campus director.

Pregnancy Policy

The student will be allowed to remain in the program during pregnancy providing they meet the following requirements:

Prior to attendance at clinicals the student must provide a written clearance from the physician stating the student may participate in clinical training without physical restrictions or limitations. The student's physical condition must permit them to meet all clinical objectives, as no light duty is available. This initial clearance needs to be presented to both the instructor and Program Director/Campus Director. As the pregnancy continues, additional notes from the student's physician stating that they can continue in clinicals without any restrictions must be provided as the school requires.

Note: Students must notify their instructor as soon as they suspect they are pregnant. This will ensure the student is excluded from any observational experience involving the use of X-ray or any other activities which could jeopardize the pregnancy.



Evaluation, Grading, and Minimum Program Passing Standards

Purpose:

The institution is committed to maintaining high standards for student achievement. Our programs are designed to provide comprehensive and rigorous education, ensuring that students acquire the necessary knowledge, skills, and competencies. We set clear expectations and benchmarks for student success, and our faculty actively supports and guides students in achieving their academic and professional goals. Through regular assessments and feedback mechanisms, we continuously monitor and enhance our standards to foster a learning environment conducive to excellence and student accomplishment.

Policy

Written tests and quizzes

- Each instructor will give written tests.
- Test questions will consist of multiple choice.
- Grading of work is on a percentage basis.
- Students should obtain a 70% score on the test to pass the exam. A score of 90% to 100% is “A”, 80% to 89% is a “B” and 70% to 79% is a “C”.

Cheating

- Any student participating in cheating activities may be grounds for a grade of 0 points.
- Repeated cheating will cause the student to be automatically dismissed from the program.

Repeating the Course

Each student who has not completed or failed the requirements of the course may repeat the course in any following, available class, space permitting. The student terminated due to attendance and/or progress will be reconsidered for re-enrollment based on a decision from the Program Director and Campus Director.

Clinical Evaluation

- The student will demonstrate to the instructor clinical skills for evaluation according to the clinical skills checklists.
- The student will demonstrate the required clinical skills with competence to the instructor.
- A checklist of required skills will be maintained to demonstrate each student’s progress.

Grading Scheme

| Percentage | Letter Grade |
|------------|--------------|
|------------|--------------|



| | |
|----------------------|----------|
| 90%-100% | A |
| 80%-89% | B |
| 70%-79% | C |
| 69% and Lower | F |

Classroom and Clinical Behavior Policy

Purpose:

To establish guidelines and ethical standards for how students should conduct themselves inside the classroom and clinical training site.

Policy:

- Students are required to always maintain a clean and neat working area by removing their trash and clutter before leaving the classroom and break room areas.
- All educational supplies used by the students during theoretical training must be returned to the designated, proper places at the end of each class session.
- Students proven to be under the influence of alcohol or prohibited drugs will not be allowed inside the classroom or clinical training site and will be subjected to automatic dismissal.
- Sleeping during or distracting class sessions, either in the classroom or at the clinical training site is not acceptable and is subject to counseling by the Campus Director or Program Director.
- Leaving the classroom or clinical training site during class hours, without authorization by the instructor or Administrator/Director is not allowed and is subject to counseling or disciplinary action.
- Cell phones are not to be visible or used in the classroom unless under the direction of the instructor. Cell phones may be kept on vibrating for emergency purposes only. If an emergency call occurs, inform the instructor immediately. Be sure to always respect one another.
- Once a student begins a program, it must be completed within the time frame suggested for that class unless prior arrangements are made with the campus director/program director.



Dress and Uniform Policy

Purpose

To establish guidelines and standards of professionalism.

Uniforms

Student uniforms must be worn during clinical hours. Uniforms are to be clean, neatly pressed, and in good repair. Scrubs can be any color if they are meant to be worn as scrubs. School Badges are to be always worn. Students may wear a long-sleeved shirt under their scrub top for warmth.

Students are required to wear anti-skid tennis shoes. Croc shoes are not allowed.

All students are required to have, as part of their uniform, a watch with a second hand, a writing pad, and a black ink pen.

Failure to comply with dress code policy will be grounds for dismissal. This will constitute an absence and the student may not progress in the program.

Hair

A student's hair must be neat, clean, and completely off the face and not covering the eyes. Long hair must be well secured, up and off the collar of the uniform. Hair may be worn in a high bun; no ponytails are allowed.

For students with facial hair, beards, mustaches, and sideburns must be neatly trimmed.

Tattoos and Body Piercings

Students with tattoos may be asked to cover them up while in clinicals if that is the policy of the building where clinicals are being performed.

Body piercing jewelry of the nose, tongue, and other facial areas must not be worn while in uniform. They are not allowed due to infection control issues.

Makeup and Perfume

Makeup is to be light and conservative. Heavy dark eye makeup is not allowed. Perfumes and colognes are not allowed as they may be considered offensive to a sick patient.



Nails

Fingernails must be kept short (not to extend beyond the end of the finger). Nail polish of any type is not to be worn while at the clinical site.

Jewelry

One small pair of earrings may be worn. Dangle earrings and hoops are not permitted. A Wedding band and/or engagement ring may be worn. Necklaces, bracelets, and chains of any sort are not allowed due to safety and infection control.

Speech and Conversation

Be aware of your responsibility and legal implications in respect to the rights of others. Do not discuss any disease or symptoms in a place where you might be overheard and infringe on someone's right to privacy. Practice professional speech in all conversations with staff and fellow students always.

Probation and Dismissal Policy

Purpose

To establish the guidelines for determining grounds for dismissal of a student from any of the programs.

The probation policy is established to provide clear guidelines for students who may face academic and behavioral challenges, enabling them to improve their performance and conduct to successfully meet the institution's standards.

Scope

This policy applies to all enrolled students at Pacific Health Education who fail to maintain satisfactory academic progress and engage in behavior inconsistent with the institution's expectations.

Probation Criteria:

Students may be placed on academic and behavioral probation under the following circumstances:

GPA Requirement:

A cumulative grade point average (GPA) falls below the minimum required for good academic standing, as outlined in the institution's academic guidelines.



- Course Completion:
Failure to successfully complete a predetermined percentage of enrolled courses during a specified academic period.
- Behavioral Misconduct:
Engaging in disruptive behavior, use of profanity, cheating during tests, or other violations of the institution's standards.
- Substance Abuse:
Use of drugs or alcohol on campus, in violation of the institution's substance abuse guidelines.

Notification:

Students placed on academic and behavioral probation will be promptly notified in writing. The notification will include specific details about the probationary status, the reasons for probation, and the steps required for improvement.

Probation Period:

The probation period will vary, lasting between 1-3 days, depending on individual circumstances and the severity of academic and behavioral deficiencies.

Probationary Requirements:

During the probationary period, students are expected to:

- Academic Improvement Plan:
Develop and implement an Academic Improvement Plan in collaboration with an academic advisor, outlining specific steps and strategies for academic improvement.
- Behavioral Improvement Plan:
Engage in a Behavioral Improvement Plan, addressing specific behaviors that led to probation. This may include counseling or participation in relevant programs.
- Support Services:
Engage with academic and behavioral support services provided by the institution, such as tutoring, counseling, or substance abuse programs, as recommended by the academic advisor.

Probation Review:

At the end of the probationary period, the institution will conduct a comprehensive review of the student's academic and behavioral performance. The student's adherence to improvement plans and overall progress will be assessed to determine whether they have met the conditions for satisfactory academic and behavioral standing.

Outcomes:



- **Successful Improvement:**
Students who successfully meet the requirements outlined in the Academic and Behavioral Improvement Plans will be removed from probation.
- **Continued Probation:**
If a student fails to demonstrate adequate improvement during the probationary period, they may face continued probation or further academic and behavioral consequences.
- **Dismissal:**
In cases of severe or prolonged academic and behavioral deficiencies, dismissal from the institution may be considered.

Appeals:

Students have the right to appeal the decision of academic and behavioral probation. The appeals process is outlined and should be initiated within the specified timeframe.

Review and Revision:

This policy will be periodically reviewed to ensure its effectiveness and relevance. Any revisions will be communicated to students in a timely manner.

Pacific Health Education has the right to dismiss any student in the program for the following reasons:

1. Absenteeism and tardiness as outlined in the school's Attendance Policy.
2. Disruptive or inappropriate behavior during theory or clinical classes.
3. Possession or use of illegal drugs.
4. Reporting to class under the influence of alcohol.
5. Stealing, vandalizing or destroying school or clinical training site property or equipment.
6. Repeated cheating during examinations.
7. Inability to meet required standards of the program.
8. Inability to conform to the Policies and Procedures established by the school
9. The dismissal or suspension of a student is solely at the discretion of the school Director. Factors to be considered are the student's standing in the class and the seriousness of the infraction.
10. Dismissed students' refunds will be computed and issued by using the same rules as for cancelled students, i.e., the pro-rata formula.



Grievance/Complaint Policy and Procedure

Policy

Pacific Health Education is committed to upholding and respecting the rights of our students. Our policies on student rights outline the fundamental principles that govern student conduct and interactions within the institution. Additionally, we have established clear procedures for addressing student grievances, ensuring a fair and transparent resolution process.

Purpose

To ensure the satisfaction of students and staff.

Scope

The Program Director and the Campus Director are responsible for implementation and follow through on all grievances and complaints and monitoring for compliance.

Procedure

- **Informal Resolution:**

Encourage students to attempt an informal resolution by discussing their concern with the individual involved or their immediate supervisor. If the issue persists, advise students to escalate the matter to the department head or designated supervisor.

- **Formal Grievance Filing:**

If the grievance remains unresolved through informal channels, instruct students to submit a formal, written grievance to the relevant department or administrative office. The written grievance should include a clear description of the issue, relevant dates, and any supporting documentation.

- **Response and Resolution:**

Provide a written response to the student within a specified timeframe, acknowledging the grievance and outlining the resolution or steps being taken to address the concern.

- **Final Resolution:**

The school will communicate the final resolution to the parties concerned.

Leave of Absence

Purpose

To establish the guidelines for student's Leave of Absence (LOA)

Policy

The school will permit a student to take one Leave of Absence during a program. As much notice as possible is requested but it is understood that, sometimes, an emergency arises which



allows almost no notice to be given. The notice shall be in writing and should be brought in, in person, but may be mailed if it is postmarked on the first day of the Leave of Absence. If no notice is delivered, either by hand or by mail, it will be assumed that the student has voluntarily dropped out of the course, and it will be treated as a voluntary cancellation. A refund of any pre-paid tuition will be instituted based on the State of California's standard formula as shown in the school's Administrative Policies and Procedures manual.

The notice must include the following items:

- **Request Process:** Describe the process for requesting a leave of absence, including required documentation and the appropriate channels for submission.
- **Duration:** Outline the maximum duration for approved leaves and any restrictions on consecutive leaves.
- **Academic Considerations:** Discuss how the leave may affect academic progress, including implications for course completion and graduation timelines.
- **Return Procedures:** Detail the steps students must follow to return from a leave of absence, ensuring a smooth transition back into academic activities.
- **Communication:** Emphasize the importance of open communication with relevant administrative offices to facilitate a transparent and supportive process.

If the student does not return within 1 month, the LOA will be treated as a cancellation and a refund of any pre-paid fees will be made based on the State of California's standard formula as shown in the school's Administrative Policies and Procedures manual and your enrollment packet.

When the student returns to a subsequent class to resume study, all class and clinical hours accrued in the previously attended class, which the student left, will be credited and instruction will resume at the point at which it left off. The student will not be permitted to repeat previously attended hours. If space is not available in the current class or the proper day to rejoin has passed, the student will be required to join the next class to be started after his/her return and will be instructed as to the proper date to report to that class.

Student Services

Pacific Health Education provides a number of services to help students attain their educational goals. PHE provides services for the academic, economic, and personal needs of enrolled students. Student services include student advising and scheduling, records evaluation, Veteran's assistance, student finance, and other services.



- Student Advising: Our Student Advising services provide personalized guidance to help students navigate their academic journey. Experienced advisors assist in course selection, career planning, and goal setting, ensuring that each student receives tailored support to achieve their educational objectives.
- Scheduling: The Scheduling department ensures a seamless and efficient process for students to register for classes.
- Records Evaluation: Our Records Evaluation services meticulously review and assess student academic records. Whether it's verifying evaluating eligibility for graduation, or conducting academic audits, we prioritize accuracy and transparency in maintaining and assessing student records.
- Veterans Assistance: Our Veterans Assistance services are dedicated to supporting military veterans in their transition to academic life. From navigating GI Bill benefits to providing resources for career development, we are committed to ensuring that veterans receive the assistance and recognition they deserve.
- Student Finance: Student Finance services offer comprehensive financial guidance, from explaining tuition and fee structures to assisting with financial aid applications. Our team is here to provide clarity on financial matters, helping students make informed decisions regarding their education.
- Other Services: In addition to core student services, our institution offers a range placement services to ensure the candidates that pass the state exam are employed.

[Admissions and Records](#)

All students must submit an application for admission in order to attend PHE. The admission application permits a student to enroll and sets up a history for each student. The Admissions and Enrollment area also processes the additions, drops, reinstatements, refund and petitions and accepts requests for transcripts and verifications of enrollment. The Records and Evaluations area is responsible for processing grades and maintaining academic records; maintaining student history information, such as name and social security number changes; processing requests for transcripts; evaluating records and transcripts for graduation; and enforcing academic regulations.

[Guidance and Counseling](#)

When problems at school, home, or work interfere with academic performance, the student is encouraged to ask for a private conference with the Campus Director or the Program Director. The school aims to relieve the stress caused by these problems by identifying possible solutions. A student whose problems are beyond the scope of the school will be referred to outside counseling agencies.



Job Placement

The school cannot guarantee employment. However, employment assistance is provided for Nursing Assistant (NA) 31-1131 and Home Health Aide (HHA) 31-1120 using the United States Department of Labor's Standard Occupational Classification.

Bulletin board with job postings of the different local businesses and agencies are available for the students regarding job search opportunities. Our comprehensive approach includes:

- **Job Postings Bulletin Board:**
A dedicated bulletin board prominently displays job postings from various local businesses and agencies. These opportunities cover a range of industries, allowing students to explore diverse career paths.
- **Career Counseling:**
Our experienced career counselors offer personalized guidance to help students identify their career goals, develop effective job search strategies, and enhance their professional skills.
- **Resume Review and Workshops:**
We provide resume review services and conduct workshops to help students create impactful resumes and cover letters. These sessions also offer insights into effective job interview techniques and professional networking.
- **Networking Events:**
Periodic networking events connect students with industry professionals, fostering valuable connections that can enhance their job search prospects.
- **Workshops on Job Search Strategies:**
Our institution conducts workshops on effective job search strategies, covering topics such as online job searching, utilizing professional networks, and leveraging social media platforms for career advancement.
- **Mock Interviews:**
To prepare students for real-world interviews, we offer mock interview sessions where they receive constructive feedback and guidance on presenting themselves confidently to prospective employers.

Library Services

The library is located in a 10 x15 square foot area. The number of holdings is updated annually to accommodate program offerings and curricular changes and updates. There are sixteen (16) available computers and internet access is available solely for educational purposes. There are



two (2) bookcases where students can use a variety of books, videos, handouts and other instructional materials for research, remediation, review, homework and assignments.

Staff support is available if the student wishes to borrow instructional materials in the library. A logbook for sign-in and sign-out is located with the Campus Director. Students are not allowed to eat and bring beverages (except water) inside the library. Cell phones must be in the silent or vibrate mode and must only be used outside the library. Users must not make noises that will disturb others studying and reading.

Service Hours: Monday-Friday 9am – 2pm

[Tutorial Services](#)

The Tutorial Center aids help with theory and clinical skills. Students who are served must be registered in the course(s) for which they are seeking assistance and seek an appointment with a tutor. Tutoring must be approved by the Campus Director. Tutorial services are free of charge.

[Housing](#)

Pacific Health Education has no dormitory facilities under its control and does not provide any housing accommodation to any of its students. There are a lot of apartments from studio to three bedrooms around the school area which are being offered either unfurnished or furnished that usually includes oven, microwave, refrigerator, dishwasher and laundry facilities. Apartment complexes usually offers studio to three bedrooms that ranges from \$1,500 to \$2,800 per month. The school has no responsibility for finding or assisting a student in finding housing.

[Students with Disabilities](#)

Pacific Health Education complies with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Federal Rehabilitation Act of 1973. Accordingly, qualified persons with disabilities may not, based on that disability, be denied admission or subjected to discrimination in admission decisions. Further, no qualified student with a disability, on the basis of that disability, may be excluded from any academic, research, counseling, student finance program, or other post- secondary education program or activity that PHE provides to all students.



Non-discrimination Policy

Pacific Health Education admits students of any race, color, religion, gender, age, national and ethnic origin, disability, marital status, sexual orientation, or military status, to all the rights, privileges, programs and activities generally made available to all the students of the school.

Student Records Management and Retention

Policy

Student Records-State law requires that student records be kept for five years after the student graduates or otherwise cancels enrollment. Requests for records must be made to the Campus Director. Transcripts will require a \$25 payment.

The student files will be destroyed after five years.

Access to students' records is governed by FERPA (Family Educational Rights and Privacy Act of 1974. The institution must have written permission from the student before releasing any information from the student's educational record.

The student records will be maintained securely at 5108 E Clinton Way, Suite 115, Fresno, CA 93727.

Pacific Health Education maintains accurate and current records for each student enrolled in an educational program. These records include the student's full name, residential and mailing address, email address, and telephone number.

For every student who is awarded a degree or certificate by Pacific Health Education, the institution maintains permanent records that include the following:

- The title of the degree or certificate granted and the exact date it was conferred.
- A detailed listing of the courses and credit units that formed the basis for the degree or certificate.
- The final grades earned by the student for each course completed as part of the program.

Procedure

- 1) The instructors will be responsible for completing daily attendance for theory and clinical sign-in sheets.
- 2) Instructors are responsible for completing student records on a timely manner during the course and at the completion of the program such as general and clinical orientation,



theory and clinical attendance record, theory individual student record and individual skills checklist.

- 3) School records will be maintained for a period of FIVE years.
- 4) Only authorized school employees, such as the Campus Director, Program Director, and Lead Instructor will have access to the student records.
- 5) The student's skills checklist records include the following: Student Name, Enrollment Date, Social Security Number, Training Program, Clinical Site Name, Completion Date, Instructor's Names with Titles, Initials and Signatures, clinical dates and hours, skills demonstrated, date when skill was performed and performance evaluation.
- 6) The student's theory record includes the following: Student Name, Social Security Number, Start Date, Completion Date, Instructor's Name with signature and initials, final grade, content of the program, hour required for each content section and date when the content section was taught.
- 7) Student personal information in their records include the following: Application, Physical Examination, Medical History, PPD/Chest X-Ray result, copy of valid ID and Social Security card, enrollment agreement, attendance records (theory and clinical), copy of entrance test, absenteeism and make-up record, disciplinary section forms, CDPH 283B, copy of Live Scan BCIA8016.
- 8) After completion of the certification training program, the student will receive a certificate of completion which will indicate name and address of the school, name of the program, student's name and RN Program Director's name and signature. Copy of the certificate will be filed in the student record file.
- 9) RN Program Director is responsible for the oversight and ensures implementation of the procedures for recordkeeping.

Class Schedule*

Full Time: AM Classes – 22 days.

Theory – 8 days, Monday – Friday 8:00am – 4:30pm

Clinical – 13 days, Monday – Friday 8:00am – 4:30pm

*The schedule may change based on the number of enrollees.



Faculty Qualifications

All instructional activities within the program are exclusively delivered by qualified professionals who are Nursing Assistant and are approved by the California Department of Public Health (CDPH) and This commitment ensures adherence to the highest standards of education and instructional quality.

School Administration

| | |
|-------------------------|---------------------------|
| Chief Executive Officer | Nancy Hackett RN, MSN |
| Chief Academic Officer | Nancy Hackett RN, MSN |
| Chief Operating Officer | Nancy Hackett RN, MSN |
| Administrator | Nancy Hackett RN, MSN |
| Program Director | Nancy Hackett RN, MSN |
| Campus Director | Jamallah Hall |
| Registrar | Jamallah Hall |
| Lead Instructor | Anthony Gonzales LVN, DSD |
| Instructor | Monica Cisneros LVN, DSD |
| Instructor | Margaret Garcia RN, DSD |
| Instructor | Nancy Hackett, RN |
| Instructor | Monica Cisneros, LVN |
| Instructor | Jenifer Noland, LVN |
| Instructor | Joye Boissonneault, LVN |