



**Workforce Solutions**  
**Northeast State Community College**

**Certified Clinical Medical Assistant (CCMA)**  
**Course Registration Handbook**



## Table of Contents

<b>INTRODUCTION</b> .....	3
<b>CONTACT INFORMATION AND RESOURCES</b> .....	3
<b>PREREQUISITE REQUIREMENTS BEFORE REGISTRATION</b> .....	4
<b>WIOA ELIGIBILITY, REQUIREMENTS, AND EXPECTATIONS</b> .....	5
<b>PREPARATIONS TO START THE COURSE</b> .....	6
<b>COURSE AND CLASSROOM EXPECTATIONS</b> .....	6
<b>DRESS CODE</b> .....	6
<b>STUDENT CONDUCT/MISCONDUCT</b> .....	7
<b>STUDENT LABORATORY REQUIREMENTS</b> .....	7
<b>EXPOSURE OR UNUSUAL OCCURENCES</b> .....	8
<b>COURSE CONTENT</b> .....	9
<b>CLINICALS</b> .....	10
<b>NHA EXAM ACCOMMODATIONS</b> .....	10
<b>NORTHEAST STATE POLICIES</b> .....	12
<b>03:05:00 Expectations of Students and Student Code of Conduct</b> .....	12
<b>03:05:03 Disciplinary Offenses</b> .....	13
<b>03:05:04 Academic, Non-Academic, and Classroom Misconduct</b> .....	13
<b>03:05:05 Disciplinary Sanctions</b> .....	16
<b>04:65:00 Continuing Education Units</b> .....	17
<b>04:65:01 Continuing Education Fees</b> .....	18
<b>FREQUENTLY ASKED QUESTIONS</b> .....	20



## INTRODUCTION

Certified Clinical Medical Assistants work in a variety of healthcare settings such as hospitals, clinics, medical group practices, and public health facilities. This program will enable you to become a crucial member of a medical team with skills necessary to function in a variety of medical settings. As you complete this course you will gain the technical knowledge required to assist you in passing the National Healthcareer Association (NHA) certification examination.

The Certified Clinical Medical Assistant Training includes theory and hands-on instruction during a 21-week program, which includes 40 hours of clinicals in a medical lab setting. Attendance to all classes and clinical assignments is mandatory. Class schedule may be adjusted due to unforeseen causes, such as inclement weather.

This course meets on Mondays from 6 – 9PM. The course fee is \$2,500, including study modules and the NHA certification exam. Students will need to supply their own scrubs, lab coat, safety glasses, and nursing shoes, as well as pay for their background check (\$25) and student liability insurance (around \$45).

## CONTACT INFORMATION AND RESOURCES

### **Workforce Solutions:**

Jessica Barnett, Director, Workforce Solutions

Location: Blountville campus, A212, Student Services Building

[WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu) or 423-354-5237

Jessica Farmer, Associate, Workforce Solutions

Location: Blountville campus, A212, Student Services Building

[WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu) or 423-354-5237

### **Clinical Coordinator:**

Bill Anders

Location: Kingsport campus, Regional Center for Health Professions (RCHP), Office 114

[wbanders@northeaststate.edu](mailto:wbanders@northeaststate.edu) or 423-723-7135

### **Accessibility Services:**

Contact: [accessibility@northeaststate.edu](mailto:accessibility@northeaststate.edu) or 423-279-7640

Location: Blountville campus, C2311, General Studies Building

Link: <https://www.northeaststate.edu/students/accessibility-services/>

**Kingsport Campus Police:** <https://www.northeaststate.edu/resources/campus-police.html>

- Location:
  - Blazier-Wilson Hall – Lobby



- KCHE - First Floor Hallway on the Left
- RCAM – Lobby
- RCAP – Lobby
- RCHP - First Floor Lobby
- Contact:
  - Beau Joyner, Campus Police
  - Kelvin Kimbler, Campus Police
  - Phone: (423) 557-2703 Ext. 3255

**RAVE Alerts (Campus Alerts):** <https://www.getrave.com/login/northeaststate>

### PREREQUISITE REQUIREMENTS BEFORE REGISTRATION

Due to the risks associated with working in a laboratory setting and handling of specimens, and having direct patient care responsibilities as part of the clinical portion of this program, students are **REQUIRED** to have all of the following before attending the first night of class:

- Course Registration Document Checklist
- High School Diploma, High School Equivalency, or Transcript
- Copy of Driver’s License or Photo ID
- Record of Immunizations Form completed and signed
  - Includes Flu Vaccination within 12 months, TB Skin Test, MMR, Varicella, and Hepatitis B Vaccine Series (a series of three shots that can take up to 6 months to complete)
  - Flu Vaccination Exemptions are available upon request
- Proof of current American Heart Association Basic Life Support (BLS) Healthcare Provider CPR Card
- Liability Insurance as a Student
- Proof of Medical Insurance
- Signed Venipuncture Participant Release
- Signed Third Party Release
- Background Check paid and submitted

You can find these documents in a separate file that will be sent after payment has been processed. These are to be completed, signed, and sent back to the Workforce Solutions Associate at [WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu). They may be sent via PDF or picture/scan.



## FINANCIAL ASSISTANCE

Eligible Tennessee residents may receive financial assistance for Workforce Solutions courses using Workforce Innovation and Opportunity Act (WIOA) funding that is made available locally. Students will need to complete the WIOA form housed on the Workforce Solutions website to determine eligibility. Once the form is completed, a Career Specialist with the local American Job Center will reach out to walk the individual through the process to find out what funds the individual is eligible to receive. Plan ahead! This process could take a minimum of three weeks to complete. For more WIOA questions, please contact your local American Job Center.

Workforce Solutions website: <https://www.northeaststate.edu/wfs/>

American Job Center website: <https://www.ftdd.org/wioa>

### Local American Job Center Contact Information:

- Carter County:
  - (423) 547-7515
  - 1500 Arney Street, Bld. 1, Elizabethton, TN 37643
- Unicoi County:
  - (423) 735 – 5773
  - 631 Sinasta Drive, Ste 6, Erwin, TN 37650
- Sullivan County:
  - (423) 224-1800
  - 1140 E. Center Street, Kingsport, TN 37660
- Washington County:
  - (423) 610-0222
  - 2515 Wesley Street, Johnson City, TN 37601
- Johnson County:
  - (423) 460-1566
  - 222 West Main Street, Mountain City, TN 37683

### WIOA ELIGIBILITY, REQUIREMENTS, AND EXPECTATIONS

A participant has to meet eligibility with the federal WIOA program. Most eligible participants are receiving unemployment, can be enrolled as a youth with barriers, or as an adult based on barriers or income scale. The goal of this grant is to help with any needs the participant may have to be able to secure unsubsidized employment. It will fund the course fee and any supplies needed, including scrubs, lab coat, safety glasses, nursing shoes, background check fee, liability insurance, and any CPR training needed.

When participants are enrolled, they are case managed. Contact must be maintained on a monthly basis and the participant is required to provide any school and employment information on an ongoing basis. An



Individual Employment Plan is also completed with each participant. They are required to follow up for one year after obtaining employment. In all, a 2-year commitment is required to enroll with the American Job Center WIOA Title I program.

### PREPARATIONS TO START THE COURSE

**\*\*All registration documents and fees must be completed and paid prior to the first night of the course.**

- Students will need to supply their own:
  - Scrub uniform (black)
  - White lab coat
  - Clear safety glasses
  - Clean, white athletic shoes (no mesh tops or open toes) or nursing shoes

Once all registration documents are submitted to [WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu) and the course fee has been paid, students will be invited to join the course on the National Healthcareer Association (NHA) website via email, giving them access to the online course modules.

### COURSE AND CLASSROOM EXPECTATIONS

As this is a contact hours-based certification, we have a **100% attendance policy**. If there is an emergency, please contact your instructor prior to the class time to determine the appropriate response. Students are required to attend all scheduled clinicals on time, and comply with uniform and dress requirements. In the event that a student is absent from a clinical experience because of a personal emergency, the student must:

1. Notify the Clinical Coordinator prior to the scheduled clinical or in the event of an emergency, within 24 hours.
2. Arrange with the Clinical Coordinator for clinical make-up.

### DRESS CODE

Since you will be working with bodily fluids in this course, there is a dress code. For all face-to-face class sessions, you are *required* to:

- Wear black scrubs with no graphic designs.
- Wear white, closed-toe shoes that are soft-soled, such as white leather-type tennis or similar shoes. No mesh material, heels, sandals, or canvas shoes are allowed.
- Pull loose hair back and fasten it with clips or a band.
- Keep your nails short and clean. No fake nails. Do not use nail polish.
- While in student practical, jewelry should be limited to a wedding ring and a watch. Conservative earlobe earrings that do not extend more than ½ inch below the earlobe are acceptable. Wearing of other jewelry or any other apparel must be pre-approved by the instructor.
- Cover all visible tattoos.
- All perfumes, colognes, and fragrances are prohibited from the classroom and lab sessions.



### STUDENT CONDUCT/MISCONDUCT

Disruptive behavior or any behavior that interferes with any educational activity being performed by the instructor will not be allowed. Additionally, no student may interfere with his/her fellow students' right to pursue their academic goals to the fullest in an atmosphere appropriate to a community of scholars. The following specific rules will apply throughout the course:

1. Be on time
2. Be prepared
3. Be respectful and courteous
4. Be helpful
5. Be professional

The instructor has the primary responsibility for the control over classroom/laboratory behavior and maintenance of academic integrity and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct violating the general rules and regulations of the College. Students will be contacted and dismissed from the course in the event that he or she misses one or more classes unexcused, or behaves in a way that is detrimental to the success of the class.

### STUDENT LABORATORY REQUIREMENTS

1. Each student is responsible for his/her own work and for the cleaning up of the student lab.
  - a. Food, drink gum, mints, lozenges, or the application of cosmetics is not permitted in the laboratory. ***Avoid putting objects in your mouth or touching your face.***
  - b. Hands must be washed before and after performing procedures or handling equipment. Proper hand washing is essential in preventing the acquisition and spread of potentially harmful organisms.
  - c. Privacy, confidentiality, safety, professionalism, and appropriate behavior are essential when learning and applying the technical skills necessary.
2. Disinfect or clean work area thoroughly after each laboratory session.
3. Cleanliness, proper handling, and maintenance of equipment and supplies, as instructed, are essential.
4. All accidents/incidents are to be reported immediately to the practical instructor.
5. Any electronic communication devices such as cell phones must either be turned off or set to where it will not disturb the class unless instructed otherwise.



## EXPOSURE OR UNUSUAL OCCURRENCES

An exposure incident is specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of the student's duties. An example of an exposure incident would be a puncture from a contaminated sharp.

Students should immediately report exposure incidents to the appropriate faculty member or the Dean of Health Professions. This allows for timely medical evaluation and follow-up by a health care professional as well as for timely testing of the source individual's blood for HIV and HBV. **All applicable fees for laboratory blood/bodily fluid work will be the responsibility of the student.**

The faculty member is responsible for establishing the procedure for evaluating exposure incidents. When evaluating an exposure incident, thorough assessment and confidentiality are critical issues. At the time of the exposure incident, the exposed student must be directed to a health care professional. The Dean of Health Professions must provide the health care professional with a copy of the blood borne pathogens standards, description of the student's job duties as they relate to the incident, a report of the specific exposure (Exposure Incident Report), including route of exposure, and relevant student medical records, including Hepatitis B vaccination status. The Exposure Incident Report can be found in the clinical portion of the forms that will be given with this handbook.

The medical evaluation and follow up must at the very least:

1. Document the routes of exposure and how exposure occurred.
2. Obtain consent and test source individual's blood as soon as possible to determine infectivity and document the source's blood test results.
3. If the source is known to be infectious of HBV or HIV, testing need not be repeated to determine the known infectivity.
4. Provide the exposed student with the test result and information about applicable disclosure laws and regulations concerning the source identity and infection status.

Obtain consent, collect, and test the exposed student's blood as soon as possible after the exposure incident. If the exposed student consents to baseline blood collection but does not consent to HIV serologic testing, the student's blood samples must be preserved for at least 90 days. If within 90 days of the exposure incident, the student agrees to have the baseline sample tested, such testing shall be conducted as soon as possible.

Following the post-exposure evaluation, the health care professional will provide a written opinion to the Dean of Health Professions. This opinion is limited to a statement that the student has been informed of the results of the evaluation and told of the need, of any, for further evaluation or treatment. All other findings are confidential. The Dean of Health Professions must provide a copy of the written opinion to the student within 15 days of the evaluation.





## COURSE CONTENT

**Meeting Time:** Mondays 6:00 pm – 9:00 pm (unless otherwise noted).

**Required Text:** Course modules are online. The instructor will give direction of when to access each module as the course progresses. There is no textbook for this course.

**Attendance Policy:** CCMA students are expected to attend all class sessions and complete all 40 required clinical hours. Failure to do so will result in ineligibility to sit for the CCMA Exam. Students will not be penalized for missing a class meeting, but will be unable to make up any lecture time, course content, or quizzes/tests with the exception of extreme circumstances.

**Week 1 Orientation:** Workforce Solutions will review the CCMA handbook, and the Clinical Coordinator will explain clinical rotations and the professional expectations surrounding clinicals. Please bring your printed Ballad Health Student Orientation confirmation page and, if possible, your flu shot receipt to Orientation.

**Module 1:** Position of the MA in Health Care

**Module 2:** Legal Fundamentals and Medical Ethics

**Module 3:** Communication

**Module 4:** Clinical Communication

**Module 5:** Infection Control and Personal Safety

**Module 6:** Infection Control

**Module 7:** Patient Screenings

**Module 8:** Vital Signs and Body Measurement

**Module 9:** General and Specialty Medical Assisting

**Module 10:** Eye and Ear Procedures

**Module 11:** Pediatric Procedures

**Module 12:** Cardiac and Respiratory Procedures

**Module 13:** OB/GYN Procedures

**Module 14:** Assisting with Minor Procedures

**Module 15:** Minor Surgical Tasks

**Module 16:** Laboratory Regulations and Procedures

**Module 17:** Urine Collection and Analysis

**Module 18:** Laboratory Tests

**Module 19:** Phlebotomy

**Module 20:** Phlebotomy and Related Testing

**Module 21:** Pharmacology and Medication Admin.

**Module 22:** Pharmacology

**Module 23:** Nutrition

**Module 24:** Patient Education and Support

**Module 25:** Medical Emergencies in the Office

**Week 21:** NHA Certification Exam



## CLINICALS

There will be an additional 40 hours of clinicals requirement in a medical lab setting. The first course meeting will be an orientation rather than a lecture. During this orientation, Workforce Solutions will be discussing the important information included in this handbook, and the Clinical Coordinator will be discussing the clinical portion of the course. Students will need to complete the Ballad Health Student Orientation and bring with them the printed confirmation page to the first night of class (orientation night). Instructions for this are included in the clinical forms sent with this handbook.

Students will need to have proof of a **valid flu shot** in order to participate in clinicals. This is included on the Record of Immunizations form. The date and site in which the flu vaccine was administered (Walgreens, CVS, etc.) will be required. If possible, students will also be encouraged to bring a receipt of said vaccination.

Clinical choices will consist of Ballad Health, State of Franklin Healthcare Associates, and Holston Medical Group with various sites to choose from. Students will sign up for five 8-hour shifts, totaling 40 hours. **Clinical rotations will be Monday – Friday and are not available on weekends.**

The Clinical Coordinator will make sure you meet the requirements for every clinical site if in the event of an emergency you would need to change sites. **Ballad Health requires that students have a Student ID made, and therefore will need the last 5 digits of each student's social security number.** That information is confidential and is shared only with Ballad Health.

Students will be required to keep up with a Clinical Preceptor Assessment, which will document whether the student has met professionalism criteria. Rating is based on technical abilities, knowledge, skills, and willingness to learn. This assessment is required as part of the student's final grade.

## NHA EXAM ACCOMMODATIONS

Accommodations may be available to individuals with documented disabilities pursuant to the Americans with Disabilities Act (ADA). NHA provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. Examples of requests for special testing accommodations that may be granted include:

- Modification of seating or other physical arrangements in the testing facility or providing for the examination to be taken in an accessible location,
- Providing for a reasonable extension of testing time,
- Providing a sign language interpreter (to assist with audio or spoken components only, if any), reader, or other auxiliary aid.

To be considered for special accommodations, you must complete the NHA Request for Accommodations Form, which is located on the NHA website, [www.nhanow.com](http://www.nhanow.com) under "Help Center" found at the top of the home



page. Please be sure to complete the form completely before submitting it to NHA and attach the required supporting documentation described below.

It is recommended that you allow 30 days for review of your request. Accommodation requests are reviewed in the order received. Please be aware that submission of a request for an accommodation does not guarantee testing accommodations. Decisions will be made on a case-by-case basis considering the information submitted and in accordance with the law.

### **REQUIRED SUPPORTING DOCUMENTATION:**

Requests for accommodations must include either:

1. A letter from an objective physician or health care professional qualified to diagnose the disability or medical condition and render an opinion as to the need for an accommodation.
2. An “objective” professional cannot be the candidate requesting the accommodation or a relative of the candidate.
3. If you are a high school student, an Individual Educational Plan (IEP) may be used in lieu of the letter provided that the IEP is actively in place or was actively in place at the time of graduation.

An acceptable 504 plan may also be considered provided the 504 plan contains all of the information requested below. The letter, IEP or 504 Plan **MUST** include the following:

1. The specific disability/diagnosis.
2. A brief explanation of how this condition limits your ability to take the exam under standard conditions.
3. If this is not a permanent disability/diagnosis, include date first diagnosed, approximate duration and method used to make the diagnosis.
4. State specifically the accommodation(s) required.

Requested accommodations should be adequate to address the candidate’s specific disability or diagnosis without creating an unfair advantage. Please note that candidates who require extra time to complete the exam will be given 150% (or 1 1/2 times) the standard allotted time. If more time is needed, the documentation must specifically state how much time is needed and why that amount of time is required.

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodation does not fundamentally alter the examination or cause an undue burden to NHA or the testing center or LRP provider. The cost of excessive accommodation requirements is to be borne by the candidate (i.e., electronic communication equipment, etc.).

If you are approved for accommodations, you may be required to take your exam at your institution or employer or at a PSI testing center. Live Remote Proctoring (LRP) may not be available to you if are approved for certain

accommodations.

If you are testing with PSI, once NHA has notified PSI of an approved accommodation, the PSI Accommodations Department will call you at the phone number listed in your NHA Account within 48 hours of the notification. If you have previously scheduled an exam date and time, you may have to modify the date or time for PSI to provide the approved accommodations. If you have not received verbal acknowledgement from PSI that the approved accommodations are in place, you should call PSI prior to the date of the exam to confirm. The PSI phone number and extension for speaking with the PSI Accommodations Department is 833.537.1330, extension 6750. 25

*Please note: The exam is written and administered in the English language. A lack of facility with the English language is not considered a disability. Exams will not be translated into foreign languages, and interpreters are not permitted inside the exam room for the purpose of translating the examination from English into another language for a candidate.*

## NORTHEAST STATE POLICIES

### [03:05:00 Expectations of Students and Student Code of Conduct](#)

The community of scholars at Northeast State Community College is committed to the development of personal and academic excellence. The essence of a College is the pursuit, dissemination, and application of knowledge, and members of this community should engage vigorously in the College's academic life. As voluntary members of the College Community, students are expected to act with civility toward others in the community. Accordingly, in order to foster and promote an educational environment conducive to the College's mission, students at Northeast State are expected to:

1. Commit themselves to learning and the pursuit of higher education;
2. Prepare for, attend, and actively participate in scheduled classes;
3. Conduct themselves with personal and academic integrity;
4. Respect the rights and dignity of all members of the College Community;
5. Discourage bigotry and encourage tolerance while striving to learn from differences in people, ideas, and opinions;
6. Refrain from and discourage behaviors that threaten the freedom, respect, and safety that every individual deserves;
7. Participate in the broad educational experience available to all members of the College Community through College-sponsored cultural events and other educational activities;
8. Observe prescribed procedures and schedules for academic advisement, registration, and advancement in a chosen program of study;
9. Observe all rules and regulations, including those designed to insure and promote safety and security on the Northeast State campus;

10. Use, as necessary, various College services available to students for assistance with academic, health, career, financial, emotional, and other concerns; and
11. Assist the College in evaluation of its programs and services and conscientiously participate in evaluations, surveys, and periodic comprehensive examinations.

### 03:05:03 Disciplinary Offenses

Disciplinary measures shall be imposed according to these rules and Northeast State Community College's restatement of these rules, procedures, and processes implementing these rules. Northeast State Community College shall use the standard of evidence contained in the Tennessee Uniform Administrative Procedures Act, T.C.A. §§ 4-5-101 et seq. ("UAPA") and Department of State Rule 1360-04-01. These rules shall not be used to violate rights guaranteed under the constitution of the State of Tennessee or the constitution of the United States.

To this policy and the Northeast State Community College (NeSCC) restatement of this policy and applicable procedures and processes, NeSCC shall use the "preponderance of the evidence" standard. A preponderance of the evidence means the greater weight of the evidence or that, according to the evidence, the conclusion sought by the party with the burden of proof is the more probable conclusion. These rules shall not be used to violate rights guaranteed under the constitution of the State of Tennessee or the constitution of the United States. See these rules at this link: <https://apps.northeaststate.edu/ie/policymanual/pol.asp?p=290>.

### 03:05:04 Academic, Non-Academic, and Classroom Misconduct

#### **Purpose**

Northeast State Community College, in the implementation of Tennessee Board of Regents (TBR) regulations pertaining to discipline and conduct of students, ensures the constitutional rights of students by affording a system of constitutionally and legally sound procedures, which provide the protection of due process of law. In furtherance of this mandate, Northeast State has enacted policies, which are in compliance with [TBR Rule 0240-02-03](#) and TBR Policies [3.02.00.01](#) and [3.02.01.00](#), as well as all state and federal law. All disciplinary procedures are affirmatively communicated to the faculty, staff, and students of the institution as well as published in appropriate websites, handbooks, or manuals.

The instructor has the primary responsibility for controlling class (which for these rules includes any remote class and/or offsite class such as a clinic site or other nontraditional class environment) behavior and responding to disruptive conduct. The instructor may order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or other conduct that violates these rules for each class session during which the conduct occurs. Extended or permanent exclusion from the classroom beyond

the session in which the conduct occurred or further disciplinary action can be affected only through appropriate procedures set forth in these rules.

1. **Classroom Misconduct.** The instructor has the primary responsibility for maintenance of academic integrity and controlling classroom behavior and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct that violates the general policies of the institution for each class session during which the conduct occurs. Extended or permanent exclusion from the classroom, beyond the session in which the conduct occurred, or further disciplinary action can be affected only through appropriate procedures of the institution. Classroom misconduct includes other conduct prohibited in handbooks for specific programs of study. An instructor shall notify the appropriate academic dean of any action regarding misconduct immediately following all incidents of classroom misconduct. Should the classroom misconduct rise to the level of academic or non-academic misconduct, the applicable grievance procedure, below, shall be followed.
  - a. **Disruptive Behavior.** Disruptive behavior in the classroom may be defined as, but not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), text messaging, and the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from electronic or mobile devices.). Disruptive behavior in the classroom includes other behaviors prohibited in handbooks for specific programs of study. An instructor shall promptly notify campus police regarding any incident that may rise to safety concerns. Should the disruptive behavior rise to the level of non-academic misconduct, the applicable grievance procedure, below, shall be followed. An instructor has the right to temporarily remove a disruptive student from a classroom.
2. **Academic Misconduct.** Plagiarism, cheating, fabrication, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to the instructor of the class. An instructor shall notify the appropriate academic dean prior to any action.
  - a. Students responsible of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that may be imposed in accordance with these rules and institutional restatement of these rules, the instructor has the authority to take academic discipline consistent with these rules and institutional restatement of these rules, procedures, and processes.
  - b. An instructor who determines that a student has engaged in academic misconduct may choose to exercise academic discipline by lowering to any extent, including to a grade of "F" or "zero," a student's grade in the course, assignment, or examination affected by the alleged academic misconduct.

- c. An instructor who initiates academic discipline shall inform the appropriate Chair and Dean (or other individual(s) identified by the institution) in [writing](#) of the finding of academic misconduct, the basis thereof, the academic discipline imposed, and the appeals process within five (5) days of the imposition of academic discipline.
- d. A student may not withdraw from a course pending final resolution of an allegation of academic misconduct. Students are permitted and encouraged to continue attending class until the academic disciplinary decision, including all appeals, is final.
- e. A student charged with academic misconduct has the option of either accepting the academic discipline imposed by the instructor or initiating the appeals process to challenge the allegation of academic misconduct or the severity of the academic discipline. If the student does not respond in writing within five (5) days by either accepting or appealing the academic discipline to the institutional academic misconduct appeals committee, the student waives the right to contest the academic discipline, at which time it becomes final.
- f. An institutional Academic Misconduct Appeals Committee shall consist of at least three (3) individuals and include at least one (1) student. The chief academic officer or other administrator identified by the institution will assemble the committee and coordinate the hearing but will not participate on the committee. Any individual who has an interest in the incident, a conflict of interest, or a bias is not permitted to serve on the committee. An institution may maintain standing pools from which individuals may appointed and/or appoint ad hoc academic misconduct appeals committees. At a technical college, the President has the authority to appoint a single administrator to perform the functions of the Academic Misconduct Appeals Committee and to effectuate the processes identified in this rule.
- g. The Academic Misconduct Appeals Committee will set a hearing date that is within fifteen (15) business days of receipt of date of the student's appeal. The student must receive at least seven (7) calendar days' notice of the date, time, and location of the hearing. A student will be notified of the due process protections provided for in TBR Rule 0240-02-03-.06.
- h. The Academic Misconduct Appeals Committee will conduct the appeal hearing, consider the evidence presented, and make a decision based on a simple majority vote using a preponderance of the evidence standard. The committee can either uphold, overturn, or lessen the academic discipline. The results of the committee's decision will be conveyed to the student in writing, through the chief academic officer or other individual identified by the institution, within ten (10) business days of the hearing.
- i. If the Academic Misconduct Appeals Committee upholds or lessens the academic discipline, the student may appeal in writing to the president within five (5) business days following receipt of the decision of the committee. The President will make a decision within ten (10) business days. The President's decision is final.
- j. The institution's chief academic officer, president, or other administrator identified by the institution has the ability to extend any deadline in this section for good cause and upon written notice to the student.

- k. In addition to academic discipline, a student who is found responsible for academic misconduct, either one (1) or more times, may be subject to disciplinary sanctions in accordance with these rules.
  - l. The institution shall maintain permanently all submissions by the student and all decisions of institutional officials and committees relating to academic misconduct.
3. **Non-Academic Misconduct.** All other forms of violations of student conduct policies. These violations will be referred to the Assistant Vice President for Enrollment Services. The Assistant Vice President for Enrollment Services is responsible for the management of non-academic misconduct by students. This conduct may include but is not limited to, hazing, bullying and/or non-criminal acts of violence.

### 03:05:05 Disciplinary Sanctions

Upon a determination that a student or student organization has violated any of the disciplinary offenses set forth in these policies, Northeast State Community College (NeSCC) disciplinary policies, or the general policies of NeSCC, disciplinary sanctions may be imposed, either singly or in combination, by the appropriate institution officials.

- a. **Restitution.** Restitution may be required in situations which involve theft, destruction, damage, or loss of property, or unreimbursed medical expenses resulting from physical injury. When restitution is required, the student or student organization is obligated by the appropriate institutional authority to compensate a party or parties for a loss suffered as a result of disciplinary violation(s). This action may take the form of appropriate service, monetary compensation, or material replacement. Any monetary payment in restitution shall be limited to actual cost of repair, replacement or financial loss;
- b. **Warning.** The appropriate institutional official may notify orally or in writing the student or student organization that continuation or repetition of specified conduct may be cause for other disciplinary action;
- c. **Reprimand.** A written or verbal reprimand or censure may be given to any student or student organization whose conduct violates any part of this policy and provides notice that any further violation(s) may result in more serious penalties;
- d. **Service to the Institution or Community.** A student, or student organization, may be required to donate a specified number of service hours to the institution performing reasonable tasks for an appropriate institution office, official(s), or the local community. The service required shall be commensurate to the offense (including but not limited to service for maintenance staff for defacing institutional property);
- e. **Specified Educational/Counseling Program.** A student or student organization may be required to participate in specified educational or counseling program(s) relevant to the offense, or to prepare a project or report concerning a relevant topic;
- f. **Restriction.** A restriction upon a student's or student organization's privileges for a period of time may be imposed. This restriction may include, but not be limited to, denial of the ability to represent the



- institution at any event, ability to participate in institution or TBR sponsored travel, use of facilities, parking privileges, participation in extracurricular activities or restriction of organizational privileges;
- g. **Probation.** Continued enrollment of a student or recognition of a student organization on probation may be conditioned upon adherence to this policy. Any student or organization placed on probation will be notified in writing of the terms and length of the probation. Probation may include but not be limited to restrictions upon extracurricular activities, or any other appropriate special condition(s). Any conduct in further violation of this policy while on probationary status or the failure to comply with the terms of the probationary period may result in the imposition of further disciplinary action;
  - h. **Suspension.** Suspension is the separation of a student or student organization from the institution for a specified period of time. Suspension may be accompanied by special conditions for readmission or recognition;
  - i. **Expulsion.** Expulsion entails a permanent separation from the institution. The imposition of this sanction is a permanent bar to the student's admission, or a student organization's recognition by the institution. A student or organization that has been expelled may not enter institution property or facilities or institution-controlled property or facilities without obtaining prior approval from an appropriate institution official with knowledge of the expulsion directive;
  - j. **Revocation and Withholding of Admission, Degree, or Credential; and Interim Involuntary Withdrawal or Suspension.** As a general rule, the status of a student or student organization accused of violation of TBR rules, this policy, or an institutional policy should not be altered until a final determination has been made in regard to the charges. However, interim or involuntary withdrawal or suspension, pending the completion of disciplinary procedures, may be imposed upon a finding that the conduct, or attempted conduct of the student poses a direct threat to the safety of any other member of the institution, its guests, property, or the student's behavior is materially and substantially disruptive of the institution's learning environment or other campus activities. In any case of interim or involuntary withdrawal or suspension, the student, or student organization, shall be given an opportunity at the time of the decision, or as soon thereafter as reasonably possible, to contest the suspension in accordance with this policy.

The President of Northeast State Community College or designee is authorized to negotiate a mutually acceptable resolution to any disciplinary proceeding or to rescind or convert any sanction imposed to a lesser sanction.

#### [04:65:00 Continuing Education Units](#)

CEUs recognize and record the efforts of individuals who successfully complete continuing education courses, workshops, seminars, and specially formatted education offerings. The recording of the CEU on the college transcript provides a permanent record of participation in non-degree coursework. Continuing Education Units may not be applied toward any Northeast State degree or credit certificate, unless you are enrolled in an apprenticeship program.

## Policy

CEUs may be granted to students participating in continuing education courses conducted, facilitated, or offered in partnership with the College. A record of course content and student attendance will be maintained by the College. CEUs will be granted using the following ratio: 1 CEU for every 10 instructional contact hours.

NeSCC is responsible for establishing the content of its continuing education courses/programs based on identified needs/emerging trends, for ensuring appropriate venues for their delivery, and for their management and accreditation.

NeSCC is financially responsible for its continuing education activities and controls all income and expenditures related to these activities, including payment to participating faculty and staff. The College is responsible for maintaining an official record system of all continuing education activities that it sponsors, including the roster of participants in these activities.

### [04:65:01 Continuing Education Fees](#)

#### Purpose

The purpose of this policy is to establish consistency and continuity in the administration and implementation of fees associated with non-credit, continuing education instruction.

#### Policy

The fees for continuing education courses and services are calculated individually. The calculations are based on the specific factors involved in the course development and class execution.

The factors include:

- Expertise and time required to develop the course.
- Expertise and instructor credentials required to deliver the course content.
- Required customization of course content.
- Materials required including but not limited to: printed, electronic, electronic media, equipment, and lab supplies.
- Facility usage.
- Length of class; hours of instruction.
- Number of participants in each class.
- Frequency of course offering.
- Organizational sponsorship of class.
- Organizational partnerships.
- Availability of alternative funding sources.



- Administrative costs involved in class.
- Location of class – length of time and travel.

Payment of registration fees and any additional fees must also be made prior to attending class.

If Northeast State cancels a course, a complete refund is provided. Continuing education course fees are not refundable if the participant cancels after the registration deadline listed on the course announcement form. Confirmed registrants may send an instructor approved substitute. **Refunds will not be granted once a scheduled class has begun.**

*For more policies, please see the Northeast State Policies and Procedures Manual at the following link:*

<https://apps.northeaststate.edu/ie/policymanual/pol.asp>



## FREQUENTLY ASKED QUESTIONS

**Q: Will you accept a different record of immunizations?**

**A:** It's best practice to complete our form included in this handbook; however, yes, we will accept other documents in place of that form as long as it includes all the information, including the physician's signature, your signature, date, and documentation of every vaccine listed.

**Q: Will I need to have my scrubs for the first night of class?**

**A:** No, you will not need your scrubs for the first night of class. If your instructor would like you to wear them for each class, that is at the discretion of the instructor.

**Q: Does my CPR card have to be BLS?**

**A:** Yes, a Basic Life Support (BLS) card will be the only CPR card that will be accepted for this course. Obtaining this through the American Heart Association (AHA) is preferred, but not required.

**Q: Does the FAFSA or TN Promise apply to this course?**

**A:** Unfortunately, no. Since our classes are non-credit, the only form of financial assistance available for these courses are WIOA funds.

**Q: How do I submit my documents?**

**A:** Please send all of your documents to [WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu). They may be sent via picture/scan or PDF (preferred). You may also stop by the Workforce Solutions office on the Blountville campus and have your documents scanned in the office. The room is A212 on the second floor in the Student Services Building. Our office is open Monday-Friday from 8am – 4:30pm. Please note there may be some days/times that the office will be empty due to holidays, closed campus, or employee leave time.

**Q: I'm allergic to the ingredients in the flu vaccine/it's against my beliefs. Is there some other way?**

**A:** Yes, if you need an exemption from the flu vaccine, we will send you an exemption form by request to complete and send back to us. The flu vaccine is required for clinicals at Ballad Health sites, so you will need to let the Clinical Coordinator know about your exemption when it is time to schedule clinicals.

**Q: Can minors participate in this course?**

**A:** That is handled on a case-by-case basis. We would need to reach out to the employers and let them determine how they would want to move forward. If you are inquiring for a minor, please let us know as soon as possible so we can get that process underway.

**Q: I have a disability. Will accommodations be available for this course?**

**A:** Yes, please reach out to Accessibility Services at Northeast State for accommodations for the coursework/classroom time. Their contact information is included at the beginning of this handbook. For exam accommodations, please read the section above titled "NHA Exam Accommodations." Since we only proctor the exam and do not administer it, you will need to follow NHA's guidelines for accommodations during their certification exams.

*For more questions, please email [WorkforceSolutions@northeaststate.edu](mailto:WorkforceSolutions@northeaststate.edu) or call 423-354-5237.*