



CTK HEALTHCARE AND CARRIER INSTITUTE

Student Handbook 2021

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www.ctkhealthcare.com



CTK Healthcare & Career Institute

3455 N. Beltline Rd. Ste. # 203, Irving, TX, 75062

Estd. 2004, Ph. # 214-441-3455

History

CTK Healthcare & Career Institute is a career school whose objective is to provide individuals with basic education and training in the professional healthcare fields, career counseling, as well as job placement assistance. CTK Healthcare & Career Institute was opened in 2004 and has been growing progressively with over 100 students graduating annually. In 2012 the school changed ownership and management to the Himalayan Academy, LLC *doing business as* (dba) the CTK Healthcare & Career Institute.

Himalayan Academy, LLC was the inspiration of a group of professionals who have climbed the professional ladder from humble beginnings to be financially secure and enjoying respectful positions in the corporate and public higher education world. Their desire to see others succeed in fulfilling their dreams fostered their acquisition of CTK Healthcare and Career Institute. Owners of the school have blended their inspiration from post-graduate education in finance, health care, administration and applied science

Originally founded as a Nurse Aide training school, CTK Healthcare & Career Institute expanded its course offerings in June 2013 to include Pharmacy Technician Training. Training provided by CTK Healthcare and Career Institute prepares students for a rewarding new career by providing high quality instruction by dedicated instructors using up-to-date equipment.

CTK Healthcare and Career Institute is approved and regulated by the Texas Workforce Commission, Council of education (COE), Career Schools and Colleges and Texas Department of Aging and Disability Services (DADS), Nurse Aide Training and Competency Evaluation Program (NATCEP). The goal is to increase the students' chance of obtaining and/or sustaining employment with a focus on their ability to read, write and speak English, compute and solve basic problems at levels necessary to function in the society.

Facilities & Equipment:

The School is conveniently located within a busy mid-city commercial area (and major bus routes), one block from Irving Mall (B/w HWY183 & I-161). Our facility offers a conducive atmosphere for learning with a student coffee area, and classrooms equipped with required medical and computer equipment necessary for training. We have also provided a TV/VCR for additional virtual training necessary to increase student participation and understanding during lectures. We also have projectors for power point presentations, Human Manikins and AED to develop skills and CPR training. The lab for the Nurse Aide program is equipped with a patient bed, height and weight machine, and sufficient devices necessary to train students for the patient care. CTK also carries sufficient numbers of Stethoscopes for the students to train how to take Blood Pressure readings.

Male and Female restrooms are located right in the building by the hallway right outside the classroom areas. Snack and Soda dispensers are also located in the lobby by the student lounge. A computer station is also located near the lab and classrooms. A conference room is located next to the administration office and also includes all equipment necessary for the student library. A first aid kit and fire extinguisher is located in a convenient place close to the student lounge.

Key Officers/Owners:

Dr. Prem Adhikari, Ph.D., M.S. M.Sc.;

CTK ADMINISTRATIVE PERSONNEL

- | | |
|--|----------------------|
| • School director | Dr. Prem Adhikari |
| • Chief Administrative Officer/ Financial aid Director | Ms. Priyanka Ayer |
| • Accreditation Liaison Officer/ Business director/ Emergency and safety | Dr. Arjun Adhikari |
| • Director for Nurse Aide and Medication Aide Program | Ms. Rekha Bhattarai |
| • Director of Pharmacy technician | Dr. Katherine Hafner |
| • Director of Patient Care Technician | Dr. Sunil Yadav |
| • Academic Director | Dr. Sarokar Deep |
| • IT, Media & Business | Dr. Biju Shrestha |
| • Instructor for Certified Nurse aide | Ms. Ameenah Lewis |
| • Instructor for Nurse Aide | Ms. Diane Lowry |
| • Instructor for Certified nurse Aide | Ms. Nani Khadka |
| • Lab instructor | Ms. Asmita Poudel |
| • Placement & Student Service /Human Resource Coordinator | Ms. Sarala Khatiwada |
| • Office Coordinator | Ms. Anuja Lamsal |
| • Accounting coordinator | Ms. Arati Bhandari |

Key Staff Qualifications

CTK Healthcare & Career Institute School Director is Dr. Prem Adhikari. Dr. Adhikari has faculty experience as a professor of chemistry at Eastfield College. He has a degree in Chemistry, a Masters in Biochemistry and Chemistry, as well as a doctorate in Biochemistry. He has been in the teaching profession for the past 21 years. He received his PhD from the University of North Texas. He was also President of Nepalese Society of Texas (NST) for 4 years, and has supervisory and leadership skills and experience.

Instructor's Information: Information about instructors is provided below

NAME	YEAR OF EMPLOYMENT	MOST ADVANCED DEGREE	EXPERIENCE IN FIELD AND/OR IN CLASSROOM	COURSES TAUGHT	CONFERRING INSTITUTE
Ms. Rekha Bhattarai	2013	BSN	3 Years	Nursing	National Academy Medical Sciences Kathmandu, Nepal
Dr. Sunil Yadav	2019	Medical Doctor	5 Years	Pharmacy Technician	University of Dhaka, Nepal
Dr. Sarokar Deep	2014	MBBS	5 Years	Pharmacy Technician	Manipal University, Nepal
Dr. Prem Adhikari	2013	PhD	8 Years	CPR	University of north Texas (UNT)
Ms Diane Lowry	2019	LVN	15 Years	Nursing	Louisiana College
Ms. Sangita Uprety	2013	BSN	3 Years	Nursing	University of Texas in Arlington (UTA)
Ms. Nani Khadka	2019	LVN	2 Years	Nursing	El Centro College
Ms Mary Lockhart	2018	LVN	30 Years	Nursing	Nursing School of California
Dr.Katherine Hafner	2013	Dr Pharmacy	25 Years	Pharmacy	University of Texas, Texas
Ms Ameenah Lewis	2019	LVN	37 years	Nursing	Dawson Technical Institute,

Instructors employed by CTK Healthcare & Career Institute are approved by HHSC and TWC/CSC and meet or exceed the minimum requirements to teach as specified by the program licensing agencies.

Vision, Mission, Values, Objectives & Strategic Planning

Vision

Providing excellence in healthcare education and having the passion to provide effective services to the students and community the school serves.

Mission:

The mission of the *CTK Healthcare Institute* is to provide excellent professional healthcare education and training to improve the job prospects of our students and the needs of the local labor market in the Dallas-Fort Worth community. We strive to offer students professional hands-on training, job-seeking skills, and placement services to prepare students for their chosen healthcare careers.

Strategic Planning:

CTK identifies the following plans for 2021-2023

1. Identify and meets community educational needs especially for adult members through:
 - I. Need-based training programs and curricula
 - II. Excellent faculty and staff
 - III. Student-based scheduling of services and classes
2. To empower students towards successes:
 - By meeting their stated educational goals;
 - By completing courses successfully;
 - By preparing for their college-level exams;
 - By gaining lifelong learning skills;
 - By collaborate with others;
 - By leading purposeful, meaningful lives in a diverse world community;
 - Ensure the institutional Effectiveness;
 - By assessment of performance results;
 - By providing quality cost-balanced educational programs and services; and
 - By achieving and maintaining accreditation through the Accrediting Commission of the Council on Occupational Education (COE).

Core Values:

The CTK administrators, faculty and staff establishes its core values to accomplish its goals as below.

Cooperative- to work with employers and students to perform

Fairness- to treat students and employees for their success

Integrity- to speak truth without hidden agendas,

Diversity- Value various aspects of diversity among students, employees and employers

Along with the above mentioned planning, CTK also publishes its goals which provide a framework for the School's planning and services, and to accomplish its mission. These are included below.

1. To establish training programs, support services, and a student-centered atmosphere for promoting student success.
2. To provide educational offerings in its facilities that can best serve the School's clientele, which may lead to an associate degree, diploma, or certificate.
3. To provide flexible scheduling, learning options and delivery methods.
4. To increase instructional stability, educational quality, and financial resources for our students.
5. To increase the use of technology in all of our educational offerings to mirror the technology used professionally throughout the healthcare industries.
6. To promote educational opportunities without regard to race, gender, ethnicity, disability, socioeconomic status, or age, for all qualified candidates who desire to become healthcare professionals;
7. To pursue articulation agreements with other institutions of higher education;
8. To establish program articulation agreements between CTK and the area Independent School District (ISD) systems;
9. To maintain community relations throughout its service areas, and to promote economic and workforce development to broaden our outreach for qualified candidates for training.

Objectives:

- ❖ Provide our students a quality education by focusing on the importance of labor market trends, technology advancement, and educational material updates;
- ❖ Establish a clean and well-organized educational environment by providing students classrooms with up-to-date equipment and realistic work environment settings;
- ❖ Hire the most qualified administrative staff and educational instructors possible, who possess specific work experience and educational backgrounds along with updated professional development provided and supported by this institution;
- ❖ Have all institutional departments fully staffed for student needs, including: Admissions, Student Services, and Placement Services
- ❖ Encourage outside clinics, employer visits, evaluation of classrooms, involved Advisory Committees for curriculum enrichment and growth to better prepare students in a competitive labor market.

Program Information, Competencies, Admission Policy & Fees

Nurse Aide (CNA) Program

The Nurse Aide program is a comprehensive course designed to teach students the skills and abilities essential to the provision of basic care to patients and residents in hospitals and long term care facilities. Graduates of this program will be able to communicate and interact effectively with patients, assist patients in attaining and maintaining maximum functional independence, while observing patient rights. They will learn how to perform basic first aid, CPR, take vital signs, apply the elements of basic nutrition in meal planning, and follow infection control measures. Additionally, they will be able to apply proper body mechanics in bed making, lifting, and turning patients. Graduates of this program may find entry-level employment as a nurse aide with hospitals and nursing homes. Students will receive CTK Healthcare & Career's certificate of completion at the end of the training.

Competencies: Upon completion of this course,

1. Graduates will be able to communicate and interact effectively with patients, assist patients in attaining and maintaining maximum functional independence, while observing patient rights.
2. Graduates will learn how to perform basic first aid, CPR, take vital signs, apply the elements of basic nutrition in meal planning and follow infection control measures.
3. Graduates will learn to apply proper body mechanics in bed making, lifting and turning patients.
4. Graduates will receive a Certificate of Completion and be prepared to sit for the Texas Nurse Aide Competency and Evaluation Program (NATCEP) exam. Upon successfully passing the Texas NATCEP, they will be prepared to begin their rewarding career in healthcare as a Certified Nurse Aide (CNA)

Pharmacy Technician Program

Competencies: Upon completion of this course,

1. Graduates may find employment with local community pharmacies, hospitals, retail pharmacies, mail-order drug companies and insurance companies. They will be able to perform all duties required of a Pharmacy Technician in any pharmacy practice setting, as a pharmacy technician trainee.

However, graduates are required to pass the Pharmacy Technician Certification Board (PTCB) within two years of trainee license to continuously work in any pharmacy practice setting.

2. Graduates will learn to prepare prescription orders under the supervision of a licensed pharmacist, perform applicable pharmacy calculations, provide customer service and comply with both federal and state regulatory laws.

3. Additionally, completion of the program assists students in their preparation to take the certification exam offered by the Pharmacy Technician Certification Board (PTCB). Upon successfully passing the exam, graduates will be able to gain the designation of Certified Pharmacy Technician (CPhT)

Patient Care Technician (PCT)

The Patient Care Technician (PCT) Program prepares students to work as an entry-level Patient Care Technician in a clinic, hospital, Emergency Room, wound care centers or long-term care facility. Students will be able to use basic laboratory procedures, check vital signs, perform CPR and First Aid, help with activities of daily living to provide comfort care, assist in medical examinations, perform good phlebotomy practices, electrocardiograms (EKG / ECG), Patient record charting through a computer program, and also be able to communicate patient information electronically as needed in a required format. In short, this program prepares students with the medical and patient care skills necessary to work in entry-level position such as Nurse Aide, EKG technician, Phlebotomy technician, Electronic Medical Record (EMR) technician, as well as provide significant foundation of Knowledge and skills necessary to enroll in higher level allied health academic career. This program is taught with a combination of lecture, laboratory, and practical exercises in the medical laboratory and with real-world experience during the clinical externship portion of training conducted off-campus at either long-term care and/or Clinical facilities. Upon successful completion of this program, the student will be able to receive completion of Patient Care Technician Certificate.

Upon completion of this course the graduates can successfully perform duties such as:

1. Respond to patient calls and requests for assistance
2. Bathing, dressing, grooming, assisting with personal hygiene, changing dressings and wound care.
3. Serving meals and feeding patients if they are unable to feed themselves
4. Monitoring and recording vital signs - temperature, blood pressure, pulse, and respiration rates
5. Observing, recording and reporting a patients' physical, mental, and emotional condition
6. Able to take and understand Electrocardiograms (EKGs) reports
7. Moving patients, transferring patients to and from a bed or wheelchair and assisting with walking
8. Making beds and keeping patient rooms clean and neat
9. Assisting doctors and nurses during examinations and treatments
10. Able to communicate and chart patient medical record information electronically using Electronic Health Record (HER) system
11. Able to perform basic phlebotomy procedures
12. Able to evaluate patients for ability to withstand venipuncture procedure
13. Explain the venipuncture procedure and answer patient questions

14. Perform basic point of care testing, such as blood glucose levels on patients
15. Prepare blood, urine, and other body fluid specimens for testing according to established standards

Admission Policy for Nurse Aide Program

1. Be at least 18 years age
2. Present proof of secondary education (high school diploma or GED certificate)
3. Undergo Nurse Aide Registry (NAR) verification prior to enrollment (to ensure candidate is not listed on the registry as unemployable,
4. Pass *Wonderlic* Basic Skills Test if student does not have HS/GED**.
5. Cannot be listed as unemployable on the Employee Misconduct Registry (EMR) and cannot have been convicted of a criminal offense as listed in Texas Health and Safety Code 250.006.

**Prospective students who have some education and /or work experience but did not receive high school

diploma would be given an opportunity to take the Wonderlic Basic Skills Test (Ability to Benefit) which

for basic verbal and math test for adults for training program eligibility as follows: CORE: 200 verbal / 210

Quantitative skill of 500 (**Note:** Administer with paper & pencil and score using PC software)

Admission Policy for Pharmacy Technician Program

1. Complete an application for admission;
2. Complete a personal interview with the school director or enrollment representative;
3. Present proof of being at least 18 years of age;
4. Present proof of completion of secondary education (high school diploma or GED certificate)
5. Have a criminal background check and
6. Register with the Texas State Board of Pharmacy (Board) as a pharmacy technician trainee

** The fee to register as a Pharmacy Technician Trainee with the Board is \$47.00

Admission on Patient Care Technician Program (PCT)

In order to be accepted into Patient Care Technician applicants must:

1. Complete an application for admission;
2. Complete a personal interview with the school director or enrollment representative;
3. Present proof of being at least 18 years of age;
4. Present proof of completion of secondary education (high school diploma or GED certificate) or College or University Transcript.
5. Have a criminal background check to include submitting fingerprints and

6. Not be listed on the Nurse Aide Registry in "revoked" status, or
7. Not be listed as unemployable on the Employee Misconduct Registry (EMR), or
8. Not have been convicted of a criminal offense listed in the Texas Health and Safety Code §250.006

Prospective students will not be denied admission on the basis of race, color, national origin, sex, handicap, age or veteran status (except where age, sex or handicap constitute a bona fide occupational qualification necessary to proper and efficient administration).

**To enroll, please contact:
CTK Healthcare and Career Institute
3455 N. Beltline Rd, Suites 203
Irving, TX 75062-7861
(214) 441 – 3556**

PROGRAM TUITION AND FEES

Nurse Aide Program:

The Nurse Aide Program is approved by TWC. The Nurse Aide Program of CTK Healthcare and Career Institute prepares students for a career as a nurse aide through high quality instruction and practical application under the guidance and supervision of highly qualified instructors. The curriculum follows the guidelines for Nurse Aide Training established by the Texas Department of Aging and Disability Services.

Total cost for the program is \$1154.00. The remainder is due before the beginning of NA-106: Social Skills. The total cost includes all instruction, administration fees, required textbooks and usage fees.

Tuition and Fees

Tuition	\$999.00
Textbook**	\$50.00
NATCEP Examination	\$105.00
	<hr/>
Total Cost	\$1154.00

**The textbook: Hartman's Nursing Assistant Care: The Basics, 4e 4th Edition.

ISBN-13: 978-1604250503

ISBN-10: 160425050X

This is available for purchase from CTK Healthcare and Career Institute, through local bookstores or On-Line retailers such as alibris.com, Amazon.com, Barnes&Noble.com and elsevier.com. Please contact the school director for more information.

Continuing Education Seminar for Certified Nurse Assistant (CNA-Ce):

Student will review the Role of the Nurse Aide and have an Overview of the Curriculum in the State of Texas; theory and Practices: Introduction to LT Care, Personal Care Skills, Basics Nursing Skills, Restorative Services, Mental Health and Social Service Needs, Social Skills.

Tuition and Fees: The total Cost of the Continuing Education Program is: \$499.00

Medication Aide Training:

Total cost for Medication Aide Training is \$1114.00. Installment payments for Medication Aide Training shall be made with first installment (\$233.00) being due after registration and before the first day of class. The second installment (\$233.00) is due before the beginning of MA 107: Drugs Affecting the Central Nervous System. The final installment (\$233.00) is due before the beginning of MA 114: Alzheimer's disease and Related Disorders. The total cost includes all instruction, textbooks, administration, state examination and usage fees.

Tuition and Fees

Tuition	\$999.00
Textbook**	\$90.00
State Medication Aide Licensing Examination	\$25.00
	<hr/>
Total Cost	\$1114.00

**The textbooks: Mosby's Textbook for Medication Assistants 1st Edition.

ISBN-13: 978-0323046879

ISBN-10: 9780323046879

This is available for purchase locally or through On-Line retailers such as Amazon.com, Barnes&Noble.com and elsevier.com. Please contact the school director for more information.

Medication Aide Training Seminar:

Students will review the scope and role of Medication Aide technician including related concepts as a refresher course. The duration of the course is 7 (seven) contact hours. Passing of this seminar may fulfill the Continue Education requirement for Medication Aide technician as per the State of Texas.

Tuition and Fees: \$99.00

Home Health Aide Seminar (HHA-Seminar):

Student will review the Role of the Home Health Aide and have an Overview of the Curriculum of Home Health Aide Program, in the State of Texas. The duration of this seminar is a total of 20 contact hours.

Tuition and Fees: The total Cost of the seminar is: \$149.00
Providing Home Care: A Textbook for Home Health Aides; Edition 3 by William Leahy, Hartman’s Nursing Assistant Care: The Basics; 3rd Edition; ISBN-13: 9781604250008. The book is available for purchase from CTK Healthcare and Career Institute, through local bookstores or On-Line retailers such as alibris.com, Amazon.com, Barnes&Noble.com and elsevier.com. Please contact the school director for more information.

Pharmacy Technician:

The program covers the basic concepts as well as in-depth understanding and externship training required to prepare for PTCB exam. This course of instruction prepares students for entry-level jobs as Pharmacy Technicians in retail and institutional settings. Graduates may find employment with local community pharmacies, hospitals, retail pharmacies, mail-order drug companies, Pharmacy Technician Schools and insurance companies. Students will learn to prepare prescription orders under the supervision of a licensed pharmacist, perform applicable pharmacy calculations, provide customer service and comply with both federal and state regulatory laws. Upon completion of this program, graduates will be able to perform all duties required of a Pharmacy Technician in any pharmacy practice setting. Additionally, the program assists students in their preparation to take the certification exam offered by the Pharmacy Technician Certification Board to gain the designation Certified Pharmacy Technician (CPhT).

Total cost for the program is \$9748.00 with \$199.00 due for administration fee during registration. Installment payments for Pharmacy Technician Training shall be made with first installment (\$799.00) being due after registration and before the first day of class. The rest of the payment can be made through various methods of payment agreed with the admission/ financial officer during enrollment. The total cost includes all the tuition, textbooks, and lab supplies. Furthermore, students are responsible to pay on their own separately, for licensing and usage fees. *****

Tuition and Fees

Tuition	\$9348.00
Textbooks**	\$200.00
Lab Supplies	\$200.00

Total Cost *** \$9748.00

*** Additional Costs associated with becoming a registered Pharmacy Technician

Pharmacy Technician National Certification Exam \$129.00

Registration with Texas Board of Pharmacy as a Pharmacy Technician \$54.00

(Registration with Texas Board of Pharmacy requires taking and passing the Pharmacy Technician Board's National Certification Examination)

Textbooks, Flash Cards and Audio CDs required for this program are:

- Mosby's Pharmacy Technician – Text, Workbook and Mosby's Pharmacy Technician Lab Manual Package, 2nd Edition, © 2007, ISBN: 978-0-323-05281-8;
 - Math Calculations for Pharmacy Technicians-A Work Text, by Eugenia M. Fulcher, BSN, MEd, EdD, RN, CMA (AAMA) and Robert M. Fulcher, BS Chem, BPh, RPh, © 2013, ISBN: 978-1-455-70966-3;
 - Pharmacology Flash Cards, 3rd Edition, George M. Brenner, PhD, © 2013, ISBN: 978-1-4557-0281-7;
 - ProntoPass Drug Pronunciation CD Software (Brand and Generic Pronunciation Flash Software of 700+ drugs, V10.1) [CD-ROM], ISBN: 978-0-982-22781-7 by ProntoPass Solutions; and
 - Mosby's Review for the Pharmacy Technician Certification Examination, 2nd Edition, ISBN 978-1-4160-6204-2, James J. Mizner, BS, MBA, RPh, © 2010
- PTCB Practice Book

All textbooks, flash cards and audio CDs are available for purchase locally or through on-line retailers such as alibris.com, Amazon.com, Barnes&Noble.com and elsevier.com. Please contact the school director for more information.

Patient Care Technician (PCT):

The Patient Care Technician (PCT) Program prepares students to work as an entry-level Patient Care Technician in a clinic, hospital, Emergency Room, wound care centers or long-term care facility. Students will be able to use basic laboratory procedures, check vital signs, perform CPR and First Aid, help with activities of daily living to provide comfort care, assist in medical examinations, perform good phlebotomy practices, electrocardiograms (EKG/ECG), Patient record charting through a computer program, and also be able to communicate patient information electronically as needed in a required format. In short, this program prepares students with the medical and patient care skills necessary to work in entry-level position such as Nurse Aide, EKG technician, Phlebotomy technician, Electronic Medical Record (EMR) technician, as well as provide significant foundation of Knowledge and skills necessary to enroll in higher level allied health academic career. This program is taught with a combination of

lecture, laboratory, and practical exercises in the medical laboratory and with real-world experience during the clinical externship portion of training conducted off-campus at either long-term care and/or Clinical facilities.

Total cost for the program is \$9499.00. The total cost includes the tuition, and lab supplies. Furthermore, students are responsible to pay on their own separately, for text books, uniforms, and licensing and usage fees, estimated to be \$250.

Registration/Administration	\$199.00
Tuition	\$9499.00

Text Books required for this program are:

Leonard, P. C. (2013). Quick & easy medical terminology (7th ed.). Maryland Heights, MO: Saunders Elsevier.

Phlebotomy textbook by Susan Strasinger & Marjorie Di Lorenzo, 3rd edition, 2011

Phlebotomy Essetials by Ruth McCall and Cathee M. Tankersley MT

Rosdahl, C.B., & Kowalski, M.T. (2012). Textbook of Basic Nursing (10th ed.). Philadelphia, PA: Wolters Kluwer Health/Lippincott Williams & Wilkins.

Applegate, E. J. (2010). The anatomy and physiology learning system (4th ed.). Philadelphia: W.B. Saunders.

Nursing Pathways for Patient Safety, 1st edition by National Council of State Boards of Nursing
Hartman’s Nursing Assistant Care: The Basics; 4th edition; ISBN-13:9781604250145; ISBN: 1604250143; Jetta Fuzy, RN, MS.

Standard First Aid, CPR, and AED, 7th edition by American Academy of Orthopaedic Surgeons (AAOS)

Computers in the Medical Office, 3rd edition by Susan M. Sanderson

Electronic Health Record Book Search in Computer

The EKG Technician, 1st edition by Roberta Weiss

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

REFUND POLICY

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a. The last day of attendance, if the student is terminated by the school;
 - b. The date of receipt of written notice from the student; or
 - c. Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 50 percent or

more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

Percentage of Scheduled Time Enrolled **Total Tuition School Shall Receive/Retain**

0.01% to 04.9%	20%
5% to 09.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student’s academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of “incomplete” and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a. An enrollee is not accepted by the school;
 - b. If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - c. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

8. Refund Policy for students called to active military service:

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
 - b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
 - c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - i. satisfactorily completed at least 90 percent of the required coursework for the program; and
 - ii. demonstrated enough mastery of the program material to receive credit for completing the program.
9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 45 days after the effective date of termination.

Grading Policy: Nurse Aide

CTK Healthcare & Career Institute uses the following grading scale and making system. Any grade of "C" or higher on the classroom quizzes are considered satisfactory:

CTK Healthcare & Career Institute Grading Scale

A = 90-100

B = 80-89

C = 75-79

D = 60-74

F = 59 and below

Clinical: Skill and Clinical performance will be evaluated as satisfactory, needs improvement or unsatisfactory (using on Texas Nurse Aide Performance Records checklist for skills and performance assessment) as below. Students must have a score of 'S' to pass.

"S" = Satisfactory

"NI" = Need Improvement

“U” = Unsatisfactory

Grading Policy: Continuing Education Program for Certified Nurse Aide/ Assistant

CTK Healthcare & Career Institute uses the following grading scale and making system. Any grade of “C” or higher on the classroom quizzes are considered satisfactory:

CTK Healthcare & Career Institute Grading Scale

A = 90-100

B = 80-89

C = 75-79

D = 60-74

F = 59 and below

Grading Policy: Medication Aide Training

Grades will be provided to students at the half-way point and at the end of each subject in the course. CTK Healthcare and Career Institute uses average grade points as they accumulate through each section of study to assess student performance. A percentage grade will be provided for written reports, tests and skill demonstration. Grade percentage will then be translated into grade point for comparative performance evaluation. If a student must retake a subject, the most current grade will be used to determine the student's overall Grade Point Average (GPA).

Grades will be determined using the following scale:

91% - 100% tests, quizzes and performance of skills = A (4 Grade Points)

81% - 90% tests, quizzes and performance of skills = B (3 Grade Points)

71% - 80% tests, quizzes and performance of skills = C (2 Grade Points)

61% - 70% tests, quizzes and performance of skills = D (1 Grade Point)

0% - 60% tests, quizzes and performance of skills = F (0 Grade Points)

Grading Policy: Pharmacy Technician Training

Grades will be provided to students at the half-way point and at the end of each subject in the course. CTK Healthcare and Career Institute uses average grade points as they accumulate through each section of study to assess student performance. A percentage grade will be provided for written reports, tests and skill demonstration. Grade percentage will then be translated into grade point for comparative performance evaluation. If a student must retake a subject, the most current grade will be used to determine the student's overall Grade Point Average (GPA).

Grades will be determined using the following scale:

90% - 100% tests, quizzes and performance of skills = A (4 Grade Points)

80% - 89% tests, quizzes and performance of skills = B (3 Grade Points)

77% - 79% tests, quizzes and performance of skills = C (2 Grade Points)

60% - 69% tests, quizzes and performance of skills = D (1 Grade Point)

0% - 59% tests, quizzes and performance of skills = F (0 Grade Points)

Grading Policy: Patient Care Technician, PCT & Medical Assisting

Grades will be provided to students at the half-way point and at the end of each subject in the course. CTK Healthcare and Career Institute uses average grade points as they accumulate through each section of study to assess student performance. A percentage grade will be provided for written reports, tests and skill demonstration. Grade percentage will then be translated into grade point for comparative performance evaluation. In the event that a student must retake a subject, the most current grade will be used to determine the student's overall Grade Point Average (GPA).

Grades will be determined using the following scale:

90% - 100% tests, quizzes and performance of skills = A (4 Grade Points)

80% - 89% tests, quizzes and performance of skills = B (3 Grade Points)

77% - 79% tests, quizzes and performance of skills = C (2 Grade Points)

60% - 69% tests, quizzes and performance of skills = D (1 Grade Point)

0% - 59% tests, quizzes and performance of skills = F (0 Grade Points)

Satisfactory Progress Policy: Nurse Aide

There would be weekly grading period for satisfactory performance based on 2 classroom quizzes, and skill lab evaluations to be given weekly to students to monitor satisfactory progress (in addition to a final clinical evaluation and quiz worth 100 points). A student must maintain a "C" grade point or better on all the quiz and skills components for satisfactory progress.

1. Probation Policy: Nurse Aide

Student who are not making satisfactory progress are placed on probation for two weeks and given an opportunity for extra work, practice and testing to improve performance until and pending the next class quiz result. Student must pass with a "C" one out of two makeup (re-test) exams after necessary practice.

During probation period, student would be counseled by the director of nursing and the terms of probation and the student's progress report shall be discussed daily with the student and documented in the student's profile. A student who has shown better grades and improvement (with average grade point of "C" or better) will be taken off of probation.

2. Conditions for Termination/Re-admittance: Nurse Aide

Students with continuous unsatisfactory progress (below grade point "C") after the 2-week probation period will be terminated from the program or registered class. Under Title 40, Texas Administrative Code, Section 807.171-175, students terminated for unsatisfactory progress cannot be readmitted until a minimum of one grading period has passed.

3. System for providing Progress Reports: Nurse Aide

Student's score and quiz report would be given back to students at the end of every week to discuss the satisfactory progress with the instructor. Students who are not meeting satisfactory

progress would meet with the Director/Instructor to discuss the provision for improvements, all of which would be documented and kept on the student's record.

4. Incomplete/Withdrawal/Repeat Subjects: Nurse Aide

Under the Texas Education Code, section 132.061(f), a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. When circumstance beyond a student's control cannot allow the student to continue, student can request an "incomplete" in writing to be allowed to come back and repeat subjects, and/or graduate with another class.

A student receiving a grade of "incomplete" must reenroll in the program during the 12-month period following the student's withdrawal and complete without payment of additional tuition. Students who wish to withdraw from the program will have to do so formally at the Director's office. Failure to withdraw officially will result in a performance grade of "F" and will be documented in the student's file.

Satisfactory Progress Policy: Medication Aide Training

1. For the purpose of determining satisfactory progress in Medication Aide Training, CTK Healthcare & Career Institute defines a progress evaluation period as one week.
2. In order to maintain satisfactory progress students must maintain an overall 2.0 GPA.
3. Each student's progress will be evaluated at the mid-point and upon completion of each progress evaluation period. Grade reports will include analysis of the student's progress toward completion of the program.
4. Students making unsatisfactory progress for the program at the end of a progress evaluation period or who achieve less than a 1.5 GPA in any given subject will be placed on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.
5. If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment shall be terminated.
 - a. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods will be terminated.
 - b. When a student is placed on academic probation, the Director will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly annotated in the student's permanent file.
6. In accordance with Title 40, Texas Administrative Code, §807.222(e), a student whose enrollment is terminated for unsatisfactory progress may be allowed to reenroll after a period equal to the length of the progress period the student was in at the time of termination. A student wishing to reenroll after termination for unsatisfactory progress

shall complete a personal interview with the School Director at the time of their application for readmission. Such reenrollment does not circumvent the approved refund policy.

7. Grades for a given subject are due no later than the Wednesday directly following the corresponding final day of class for that subject. Grade reports will be mailed to the address provided by the student upon registration the Friday of the week following the final day of class.
8. Under Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. Therefore, if a student withdraws from the program for satisfactory reasons (i.e. illness, death in family, military service, etc.), the student can file for an incomplete. This will allow the student to return to finish the program within 12 months from the withdrawal date. Classes withdrawn from will be graded as incomplete, and upon return to classes, the student may reenroll in these classes at no additional cost of tuition.

Students may repeat a subject in Medication Aide Training at any time. The cost associated with repeating a subject is \$15.00 per clock hour.

If possible, students requiring remedial work will be offered the opportunity of doing so between 1:30 P.M. – 4:30 P.M each Friday.

Satisfactory Progress Policy: Pharmacy Technician Training

1. For the purpose of determining satisfactory progress in Pharmacy Technician Training, CTK Healthcare & Career Institute defines a progress evaluation period as one week.
2. In order to maintain satisfactory progress students must maintain an overall 2.0 GPA.
3. Each student's progress will be evaluated at the mid-point and upon completion of each progress evaluation period. Grade reports will include analysis of the student's progress toward completion of the program.
4. Students making unsatisfactory progress for the program at the end of a progress evaluation period or who achieve less than a 1.5 GPA in any given subject will be placed on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.
5. If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment shall be terminated.
 - a. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods will be terminated.
 - b. When a student is placed on academic probation, the Director will counsel the student prior to the student returning to class. The date, action taken, and terms of probation

will be clearly annotated in the student's permanent file.

6. In accordance with Title 40, Texas Administrative Code, §807.222(e), a student whose enrollment is terminated for unsatisfactory progress may be allowed to reenroll after a period of time equal to the length of the progress period the student was in at the time of termination. A student wishing to reenroll after termination for unsatisfactory progress shall complete a personal interview with the School Director at the time of their application for readmission. Such reenrollment does not circumvent the approved refund policy.
7. Grades for a given subject are due no later than the Wednesday directly following the corresponding final day of class for that subject. Grade reports will be mailed to the address provided by the student upon registration the Friday of the week following the final day of class.
8. Under Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. Therefore, if a student withdraws from the program for satisfactory reasons (i.e., illness, death in family, military service, etc.), the student can file for an incomplete. This will allow the student to return to finish the program within 12 months from the withdrawal date. Classes withdrawn from will be graded as incomplete, and upon return to classes, the student may reenroll in these classes at no additional cost of tuition.

Students may repeat a subject in Pharmacy Technician Training at any time. The cost associated with repeating a subject is \$30.00 per clock hour.

Students requiring remedial work will be offered the opportunity of doing so between 1:30 P.M. – 4:30 P.M each Friday.

Satisfactory Progress Policy: Patient Care Technician & Medical Assisting

1. For the purpose of determining satisfactory progress in Patient Care Technician Training, CTK Healthcare & Career Institute defines a progress evaluation period as one week.
2. In order to maintain satisfactory progress students must maintain an overall 2.0 GPA.
3. Each student's progress will be evaluated at the mid-point and upon completion of each progress evaluation period. Grade reports will include analysis of the student's progress toward completion of the program.
4. Students making unsatisfactory progress for the program at the end of a progress evaluation period or who achieve less than a 1.5 GPA in any given subject will be placed on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.
5. If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment shall be terminated.
 - a. The enrollment of a student who fails to achieve overall satisfactory progress for

Students returning from a leave of absence will reenter their program at the beginning of the subject they were completing at the time they began their leave of absence.

Should students be considering withdrawing from a course or from the Institute, they should meet with the Director or the program director, to gain an appreciation for what the Institute can do to help them solve their problems and to gain a complete understanding of the decision they are about to make. If a student decides to proceed with withdrawal, the student must provide notification to CTK in writing and meet with the Director of Financial Aid to understand the Student Responsibility (see below). Students who withdraw from a course or from the Institute will receive a grade of “W” if they withdraw before or at the time of attending 50% of the scheduled class days for the course. If students withdraw after attending 50% of the scheduled days of the course, they will receive a “WF” grade. The grade will be recorded on their transcript. A “WF” grade is regarded the same as an “F” grade in determining whether or not the student can remain enrolled in the program. Withdrawals as a Result of Failure to attend a student attending the Institute will be withdrawn from any course he or she does not attend within a 14 day calendar period (excluding school holidays and breaks). All students must satisfactorily complete 100% of the scheduled clinical or externship hours within the assigned grading period. If students withdraw without written or verbal notice, or if students fail to return from a Leave of Absence, termination shall take effect on their last day of attendance.

Make-up Work Policy

Students wishing to make up missed work must contact their instructor to make appropriate arrangements.

Make-up work shall:

1. account for no more than 5% of the total course time hours for a program;
2. be supervised by an instructor approved for the class being made up;
3. require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
4. be completed within two weeks of the end of the grading period during which the absence occurred;
5. be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor or support staff; and
6. be signed and dated by the student to acknowledge the make-up session.

In accordance with Title 40, Texas Administrative Code, §807.243(d), students terminated for violation of the attendance policy may not reenter before the start of the next grading period of the subject they were enrolled in at the time of their termination. Students reentering after being terminated for violation of attendance must complete a personal interview with the School Director at the time of their application for readmission.

EDUCATIONAL DELIVERY SYSTEMS

At CTK, courses are taught through a combination of didactic/media service, laboratory, and practical learning through techniques used to engage all kind of learners, identified on each syllabus/supplementary techniques and curriculum. Lab hours may be scheduled differently from classroom hours and may vary continuously throughout the program. Lecture classes are delivered by qualified instructors, in a traditional classroom with appropriate learning resources such as textbooks, handouts and etc. In order to engage the students more effectively, instructors may take help of support staff to run the classes using multimedia materials through internet access and computer projection devices in Media room. Lab classes typically constitute hands-on learning activities either led, guided, or supervised by an instructor, or performed by students in groups or individually with the help of qualified support staff. Such lab activities may take place in a dedicated laboratory, media center or a regular classroom with the appropriate learning resources and/or equipment and tools. Clinical and/or externship courses typically take place at a qualified clinical/externship site, and students perform tasks under the guidance of a site supervisor and/or a clinical instructor.

BEHAVIOR AND STUDENT CONDUCT/Dismissal policy

The following are student responsibilities: Failure to follow the following rule results the dismissal of student from the program

- Maintain satisfactory grades.
- Not to discriminate against any other person because of race, age, sex, sexual orientation national origin, or handicap.
- Discuss grievances informally with the persons involved before invoking formal grievance action. Formal grievance action is outlined in the Catalog.
- Respect persons and the property of others. At all times, all personal property is the sole responsibility of the student, and the Institute does not assume liability for any loss or damage. Clothing and other small items should be marked clearly with the student's name and address. Vehicles should always be locked to avoid theft.
- Unauthorized use of notes or materials in exams, including talking to other students
- Forging or altering assignments
- Refusal to follow instructor's instructions during clinical, didactic and Media class
- Allowing others to copy or use work that is not his or her own
- Knowingly furnishing false information to the Institute

- Theft of the Institute's property; theft, damage, forgery, alteration, misuse or mutilation of the Institute's documents, records, identification, educational materials, or property
- Interfering with the right of others to an education; violation of safety and security rules, bringing animals or children into class
- Hazing, on or off Institute property
- Discourteous, disruptive or disrespectful to fellow students, faculty, and staff on or off campus
- Physical or verbal abuse of any person or engaging in conduct like beating, which threatens or endangers the health or safety of others
- Unauthorized entry or use of facilities
- Intentional or unauthorized interference with a right of access Institute facilities or freedom of movement or speech of any person on the premises
- Unlawful possession, use, or distribution of illicit drugs, smoking and alcohol on campus or during any student activities. If a student appears to be under the influence of drugs or alcohol in a clinical, class, or laboratory experience, that student will be removed from the learning experience. A student thought to be under the influence of drugs or alcohol will be mandated to have a Rapid Drug Screen and/or a Breath Alcohol level performed within 45 minutes of being removed from the learning experience; these tests will be at the Institute's expense.
- Use or possession of firearms, ammunition, or other dangerous weapons or substances prohibited by law
- Disorderly, lewd, indecent, obscene, or sexually harassing conduct or expression
- Violation of federal, state, or local ordinances including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sex offenses or arson, of which violation occurs on Institute property or at a Institute function (Please refer to the Drug Free Policy established by the Institute for further information.)
- Unauthorized solicitation of students, staff, or faculty on- campus or online for any product or service
- Misuse of electronic equipment, copiers, faxes, e-mail accounts, or internet services, including viewing any material or sending any message that is obscene, harassing, or threatening to any individual
- Aiding, abetting, encouraging, or participating in a riot
- Failure to comply with the verbal or written directions of any Institute official acting within the scope of his or her authority, or resisting a security officer performing his or her duty

INTERNET USAGE

- Students should always ensure that the information contained in the Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.
- The equipment, services, and technology provided via the Internet are the property of the Institute. As such, the Institute reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through its online connections and stored in its computer systems.

- Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.
- The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a student did not create the material, does not own the rights to it, or has not secured authorization for its use, it should not be put on the Internet.
- The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action: Sending, printing or posting discriminatory, harassing, or threatening messages or images. Stealing, using, or disclosing someone else's code or password without authorization. Copying, pirating, or downloading software and electronic files without permission. Violating copyright law. Participating in the viewing or exchange of pornography or obscene materials • Sending or posting messages that defame or slander other individuals. Posting on behalf of the Institute, without explicit permission from the Campus President of the Institute. Posting or discussing confidential patient/client information related to externship and clinical experiences, or any information or photographs concerning patients/clients or their families. Posting work-related pictures of Institute employees, students, or anyone associated with the Institute, without that person's permission. Attempting to break into the computer system of another organization or person. Performing operations against another organization's computers or networks intended to identify security vulnerabilities or disrupt service
- Students presently enrolled at the school must know that they are liable and responsible for anything they post to social media sites, such as Facebook, LinkedIn, Twitter, YouTube, texting, blogs, and online discussion groups.
- Students are prohibited from posting confidential or proprietary information about the school, its students, and faculty or staff members on a social media site.
- Students are prohibited from sharing, disseminating or transmitting electronic information that reveals any private or confidential information they may have learned about others (including patients) during their tenure at the school or externship sites.
- Applicable federal and state requirements, such as FERPA and HIPAA, are to be followed at all time. When participating in any form of social media, students are encouraged not to misrepresent themselves, and to make postings that are both meaningful and respectful without any kind of slanderous or offensive language that may be aimed at any member or group of the college community. The use of any social media sites to harass, intimidate or bully a fellow student, faculty, member of the college and/or

affiliate is strictly prohibited and will not be tolerated. When posting on social media sites, students must be mindful of all copyright and intellectual property rights, especially those reserved by the school.

- The use of the school logo, image, or iconography on personal social media sites to endorse a particular political party or candidate or to promote a product, cause, or event is strictly prohibited.
- Students are expected to obey the Terms of Service of any social media site.
- Students who violate this policy may face disciplinary actions, up to and including dismissal from school.

Dress Code for Nurse Aide Clinical

Students will need to acquire the following personal items that may be purchased locally or ordered from a catalog.

- Scrubs
- 1 pair of clinic type shoes. (Athletic shoes are acceptable if they are clean and very white)
- Wristwatch with a second hand.

Note: Nail polish or artificial nails are not allowed, and long hair must be pulled back for clinical.

PROGRAM COMPLETION/GRADUATION POLICY

Nurse Aide

- Complete all required coursework with a minimum 2.0 GPA
- Satisfactorily complete all skills identified on the Nurse Aide Performance Record
- Satisfy all financial obligations to CTK Healthcare and Career Institute
- Complete the program in not more than eight (8) weeks

Medication Aide Training

- Complete all required coursework with a minimum 2.0 GPA
- Satisfactorily complete all skills identified on the CTK Healthcare and Career Institute Medication Aide Performance Record
- Satisfy all financial obligations to CTK Healthcare and Career Institute
- Complete the program in not more than twelve (12) weeks

Pharmacy Technician Training

- Complete all required coursework with a minimum of 77%
- Satisfactorily complete all skills identified on the CTK Healthcare and Career Institute Pharmacy Technician Externship Monitoring Form
- Satisfy all financial obligations to CTK Healthcare and Career Institute

- Return all the borrowed items to CTK Healthcare & Career Institute
- Complete the program in not more than twelve (40) weeks

Continuing Education Seminar for Certified Nurse Assistant

- Complete all required coursework with a minimum 2.0 GPA
- Satisfactorily complete all required skills
- Satisfy all financial obligations to CTK Healthcare and Career Institute
- Complete the program in not more than four (4) weeks

Patient Care Technician

- Complete all required coursework with a minimum of 77%
- Satisfactorily complete all skills identified on the CTK Healthcare and Career Institute Pharmacy Technician Externship Monitoring Form
- Satisfy all financial obligations to CTK Healthcare and Career Institute
- Return all the borrowed items to CTK Healthcare & Career Institute
- Complete the program in sixteen (16) weeks

Job Placement Assistance Policy

Job opportunities and openings will be made available to students and CTK Healthcare & Career Institute will help place students through referral to prospective employees whenever possible. School will aid placement through:

- Resume preparation class and help
- Career counseling and job search tips
- Interview preparation skills

(Note: CTK does not guarantee job placement)

Community Grant Award

In an aim to help the needy student, CTK collects the funds from Non for profit organizations. Students may be able to receive the community grant for the needy student, shall the grant is available. If the community grant is available, the Institutional advisory board has full responsibility to evaluate the student's financial and academic status to award the grant to the particular student to the extend the fund is available

GRIEVANCES/COMPLAINT RESOLUTION POLICY

If you are or were recently a student of CTK Healthcare and Career Institute (licensed by the Texas Workforce Commission) and are having a problem with the school, you should first attempt to get the school to address your concerns, following the "Grievance" or "Complaints" policy explained below. If your problem is not resolved, you may file a complaint with Career Schools and Colleges.

Any student complaint must be discussed or directed to the Instructor following the appropriate chain of commands. This complaint must be in writing. If the student and the Instructor or Program Director cannot come to an agreement, the complaint must be presented to the School Administrator to resolve. Student may choose to email the school Administrator directly at prempuga@gmail.com or call 940-594-8910 with complaint. Students are advised to direct an unresolved grievance to:

**Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street
Austin, Texas 78778-0001**