



Nurse Mom and Family
1010 Huntcliff NE, Suite #1240
Atlanta, GA 30350
470-269-6008

Email: Info@nursemomandfamily.com
Website: <https://nursemomandfamily.com/>

NMF Course Catalog Agreement

Table of Contents

About the Institution

- Institution Operation Information
- Mission Statement & History
- Institution Accreditation, Licensure, and Approvals.
- Institutional Faculty & Staff Affiliations
- Our Location

GNPEC Authorized Programs of Study & Course Descriptions

- Phlebotomy
- EKG

Admissions Information

- Student Handbook
- Institution Entrance Requirements
- Non-Discrimination Act Statement

Academic Information

- Institutional Policies
- Attendance Policy
- Grading and Evaluation Policy
- Awards of Certification Policy
- Application of Grades and Credit Hours



- Obtaining your final Transcript and Certificate

Financial Information

- Tuition and fees

Student Information

- Refund Policy
- Withdrawal Policy
- Readmission policy
- Complaints/Grievances Policy
- Class Cancellation Policy
- Student Code of Conduct
- Additional Course-Specific Disclosures
- Career Services & Resource Center

About the Institution

Institutional Operations

Business Name: Nurse Mom and Family LLC

Address: 1010 Huntcliff NE (Suite 1240), Atlanta, GA 30350

Business Phone: 470.269.6008

Email: Info@nursemomandfamily.com

Website: <https://nursemomandfamily.com/>

Days/Hours of Operation:

- Mondays – 9:30 AM -2 PM
- Tuesdays– 4:00 PM – 9 PM
- Wednesdays – 9:30 AM -2 PM
- Thursdays – 4:00 PM – 9 PM
- Saturdays – 7:00 AM – 1 PM

Session One Phlebotomy Course Dates

- T/Th – 4:30 pm – 8:30 pm

Session One EKG Course Dates

- M/W – 10AM – 2pm



Academic Calendar/ Holiday Schedule:

- **New Year's Day:** Observed on January 1st.
- **Memorial Day:** Observed on the last Monday in May.
- **Spring Break:** In the month of April
- **Juneteenth:** Observed on June 19th.
- **Good Friday:** Observed on the Friday before Easter
- **Independence Day:** Observed on July 4th.
- **Labor Day:** Observed on the first Monday in September.
- **Thanksgiving & The Friday After:** Observed on the fourth Thursday in November.
- **Christmas Eve and Christmas Day:** Observed on December 25th.

Mission Statement

Nurse Mom and Family is a black-owned nursing organization dedicated to the advancement of education and opportunity for healthcare professionals in the community at large.

History

A longtime former coworker of Daphne's approached her one day after wrapping up teaching a CMA course at a care home she frequented. He had been teaching the program for a while and mentioned that he was interested in retiring. She thought she'd be the perfect person to pass the program along to. She shadowed his class a few times and the rest was history.

Accreditation, Licensure, and Approvals

- GA LLC Registered
- Sandy Springs Business License and Certificate of Occupancy.
 - As it stands, the State of Georgia does not require that phlebotomists and electrocardiography technicians have licensure or certification to work in the state.
 - National Certification: This course will serve as a prerequisite for national exams for Phlebotomy and EKG certification. Once completed, students will be eligible to sit for the National Certified Phlebotomy Technician (CPT) exam or the Certified Electrocardiography Technician (CET) exam.



- Students who successfully obtain the phlebotomy and/or EKG certification can apply for work in clinical laboratories, hospitals, MD offices, home care, or other healthcare facilities. Although hourly wages are not a guarantee, entry-level pay for these technicians in the Metro Atlanta area is between \$14- \$21 per hour.

Institutional Faculty and Staff Affiliations

Our Board

- Daphne Adams, RN - Chief Executive Officer (30+ yrs Nursing Experience)
- Robert Adams, BS - Chief Finance Officer (10+ yrs finance and customer service)
- Cydni Adams, BS - Chief Marketing Officer (10+ yrs marketing and event programming)
- Yolanda Mizell- Chief Operations Officer (15+ yrs Nursing and compliance)

Our Location

Our Office Descriptors

- Our office space is 2,190 Square feet. The space is divided into 6 individual rooms. The rooms include a reception space, two office spaces, one student testing and study room, one large conference room, one classroom, one kitchen/break room, a storage area, a refrigerator and microwave, ADA-compliant, and Free Parking.

How to find our office

You can access parking on all sides of the building; however, we recommend parking on the left side of the building to access our office directly. Our door is on the bottom level. The number “1240” and our name, “Nurse, Mom and Family, LLC,” is listed on the door and can be seen from the outside. You will be unable to access our office from the locked door in front. Please call to gain access.

Educational Point of Contact –

Daphne Adams, Head Instructor, RN. 470-269-6008.



Programs of Study & Course Descriptions

Post-Secondary Educational Courses – Please Note

All prospective students are required to attend a Mandatory Informational Session prior to enrollment or payment for the Phlebotomy or EKG Technician courses. This session provides an in-depth overview of each program, including the course scope, length, schedule, tuition, certification eligibility, and clinical or lab expectations. Students will also learn about Admission and Withdrawal policies, attendance requirements, grading policies, and professional standards necessary for success in the healthcare field and within these courses.

The session includes a Q&A segment, allowing attendees to ask questions and receive clarification directly from program staff and instructors. Upon completion of the session, students who wish to enroll will receive instructions for official registration and payment submission. **Attendance at this informational session is mandatory to ensure each student is fully informed and prepared before beginning their training.**

Fundamentals of Phlebotomy –

This Phlebotomy Technician course provides comprehensive training over 102 total hours, consisting of 52 lecture hours and 50 lab hours completed over a 9-week period. The course explores the fundamentals and procedures of phlebotomy, focusing on safe and effective blood collection techniques using venipuncture and capillary methods. Students will gain hands-on experience in laboratory procedures and real-world applications of safety, infection control, and professionalism within clinical and healthcare environments. Emphasis is placed on communication, accuracy, and teamwork in maintaining a positive, efficient workspace.

Upon successful completion, students will be able to:

- Accurately label, centrifuge, split, and freeze specimens according to test requirements.
- Package specimens appropriately for transport following regulatory and laboratory standards.
- Demonstrate understanding of anatomy, physiology, safety, and infection control while adhering to policies, protocols, and professional ethics.

Topics include, but are not limited to:

- HIPAA and OSHA Guidelines
- Ethics and Patient Rights
- Venipuncture with Vacutainers and Butterfly Needles
- Order of Draw
- Special Procedures and Complications
- Patient Reactions and Safety Precautions
- Managing Difficult Blood Draws
- CLSI Standards and Laboratory Protocols
- Job Readiness and Career Opportunities in Phlebotomy



- **Phlebotomy Employment Opportunities:** In Georgia, newly trained phlebotomists have various entry-level job opportunities across hospitals, clinics, laboratories, and mobile services. While the state does not mandate licensure or certification, many employers prefer or require national certification from organizations such as the National Healthcareer Association (NHA), or the American Medical Technologists (AMT). Completing a phlebotomy training program and obtaining certification can enhance job prospects and demonstrate a commitment to the profession. Without certification, individuals can still obtain entry-level positions as phlebotomists in the state of Georgia.
- **Phlebotomy Program Outline:**



<i>Course Day</i>	<i>Description</i>	<i>Lecture Hours</i>	<i>Lab Hours</i>	<i>Externship Hours</i>	<i>Total Clock Hours</i>
<i>Week 1</i>					
Session 1	Introduction & Role of A Phlebotomist In this session, students are introduced to the role and responsibilities of a phlebotomy Technician, along with an overview of the course structure, objectives, and expectations. During this introductory module, students will explore basic human anatomy, medical terminology, computer basics, and professional development concepts to establish a strong foundational understanding of healthcare operations.	4	2	0	6
Session 2	Phlebotomy Equipment This session covers essential phlebotomy equipment and PPE use, followed by a quiz and hands-on practice with lab setup and proper donning/doffing techniques.	4	2	0	6
<i>Week 2</i>					
Session 3	Hematology & Urinalysis Students learn about the components of blood and complete a quiz, then practice using tourniquets, needles, tubes, and identifying materials in the lab.	3	3	0	6
Session 4	Types of Tubes Focus shifts to learning the types of collection tubes with a	3	3	0	6



	supporting quiz, followed by lab practice identifying and handling phlebotomy equipment.				
<i>Week 3</i>					
Session 5	Order of Draw Students are introduced to the order of draw and tested on tube types, then participate in a step-by-step blood draw simulation.	3	3	0	6
Session 6	Routine Blood Collection & Number of Sticks Routine blood collection techniques are taught with a quiz and reinforced through order-of-draw practice and emergency response drills for adverse reactions.	3	3	0	6
<i>Week 4</i>					
Session 7	Requisition Forms & Documentation Students learn proper use of requisition forms and documentation, followed by fingerstick and heel stick demonstrations and practice	3	3	0	6
Session 8	Infection Control, Lab Complications & Patient Prep & Safety Instruction covers common lab complications and patient safety measures, with group practice in the lab to apply learned safety skills.	3	3	0	6
<i>Week 5</i>					
Session 9	Dermal Puncture & Newborn Screening	3	3	0	6



	Dermal puncture and newborn screening are introduced, supported by group practice to build confidence and accuracy.				
Session 10	Midterm & Blood Smears & Sample Integrity Students explore blood smears and sample integrity, complete a midterm written exam, and reinforce concepts through practical group practice.	3	3	0	6
<i>Week 6</i>					
Session 11	Legal, Ethical & Quality Standards Discusses informed consent, patient rights, ethical conduct, and the importance of quality assurance and control in laboratory procedures.	3	3	0	6
Session 12	Sample Processing Explains post-collection handling, including centrifugation, labeling, storage, and transportation to ensure accurate test results.	3	3	0	6
<i>Week 7</i>					
Session 13	Simulation Prep & Day in the Life of a Phlebotomist Prepares students for clinical simulations by walking through a typical day, emphasizing workflow, common terms, professionalism, and time management.	3	3	0	6



Session 14	Phlebotomy Clinic Simulation 1 Students practice basic blood draws on mannequins or peers, focusing on patient identification, site selection, and equipment handling.	3	3	0	6
<i>Week 8</i>					
Session 15	Phlebotomy Clinic Simulation 2 Introduces more advanced scenarios such as difficult veins, patient reactions, and proper communication during procedures.	3	3	0	6
Session 16	Phlebotomy Clinic Simulation 3 Full mock-clinic experience including multiple patients, documentation, special tests, and real-time troubleshooting under instructor supervision	3	3	0	6
<i>Week 9</i>					
Session 17	Exam Prep – Phlebotomy Clinic Simulation 4 – Review Combines final review with practical drills to reinforce skills, answer questions, and build confidence before the certification exam.	0	4	0	4
Session 18	Final Exam A comprehensive written and hands-on practical exam evaluating knowledge of theory,	2hr			2



	technique, safety, and professionalism in phlebotomy.				
	TOTAL HOURS	52 lecture Hours	50 lab Hours		102 Total Hours

- **Fundamentals of Electrocardiography (EKG)** - This Electrocardiography (EKG/ECG) Technician course provides comprehensive training over 72 total hours, consisting of 40 lecture hours and 32 lab hours completed over a 7-week period. The program covers cardiac anatomy and physiology, EKG interpretation, lead placement, and patient care. Through a combination of classroom instruction, hands-on practice, and real-world case studies, participants will learn to accurately identify normal and abnormal EKG patterns, recognize life-threatening arrhythmias, and apply appropriate nursing interventions.

Upon successful completion, students will be able to:

- Understand the basic anatomy and physiology of the human body.
 - Identify and interpret normal and abnormal EKG rhythms.
 - Properly perform a 12-lead EKG with accurate electrode placement and understanding of related equipment.
 - Recognize and troubleshoot common issues with EKG equipment.
 - Apply professional standards and patient care protocols related to EKG procedures.
- **Topics include, but are not limited to:**
 - HIPAA and OSHA Guidelines
 - Ethics and Patient Rights
 - Cardiac Conduction System
 - ECG Waves & Intervals
 - Normal & Abnormal Arrhythmias
 - Acute Coronary Syndromes & Ischemia
 - Job Readiness and Career Opportunities in EKG
 - **Electrocardiography Employment Opportunities:** In Georgia, newly trained EKG specialists have job placement opportunities available in cardiology clinics as well as healthcare facilities such as nursing homes and rehab facilities. While the state does not mandate licensure or certification, many employers prefer or require national certification from organizations such as the Certified EKG Technician (CET) organizations such as the National Healthcareer Association (NHA). Completing this training program and obtaining certification can enhance job prospects and serve as an adequate resume builder for advancing in your healthcare



career. Without certification, individuals can still obtain entry-level positions as EKG specialists in the state of Georgia.

- **EKG Course Prerequisite – All students enrolling in our EKG Technician Course must hold an active American Heart Association (AHA) CPR certification card before the start of class. Proof of certification is required at registration.**
- **EKG Program Outline:**

<i>Course Day</i>	<i>Description</i>	<i>Lecture Hours</i>	<i>Lab Hours</i>	<i>Externship Hours</i>	<i>Total Clock Hours</i>
<i>Week 1</i>					
Session 1	Introduction & Roles of an EKG Technician In this session, students are introduced to the role and responsibilities of an EKG Technician, along with an overview of the course structure, objectives, and expectations. During this introductory module, students will explore basic human anatomy, medical terminology, computer basics, and professional development concepts to establish a strong foundational understanding of healthcare operations.	4	0	0	4
Session 2	Electrical Conduction System of the Heart This session explains the SA node, AV node, and His-Purkinje pathways, reinforced by a quiz and a lab on the cardiac cycle.	4	2	0	6
<i>Week 2</i>					
Session 3	EKG Equipment & 12-Lead System Students learn about machine components, electrode types, and lead placement, followed by hands-on	4	2	0	6



	equipment demonstration and cable placement practice.				
Session 4	EKG Waveform & Basic Interpretation Instruction covers ECG paper, sinus rhythms, and waveform basics, with lab activities focused on interpreting sinus rhythm strips.	4	2	0	6
Week 3					
Session 5	Midterm & Vectors & Axis Determination Students complete the midterm exam, then learn vectors, leads, and axis determination with guided practice on electrode placement and lead naming.	4	2.5	0	6.5
Session 6	Rhythm Classifications This session introduces sinus, atrial, junctional, and ventricular rhythms, with lab practice on strip review and rhythm classification using clinical examples.	4	2.5	0	6.5
Week 4					
Session 7	Patient Safety & Compliance Students learn HIPAA, OSHA, infection control, and professional interaction standards, then practice compliance protocols in simulated patient intakes.	4	2.5	0	6.5
Session 8	Lead Placement Lab Focus The lecture emphasizes anatomic positioning and artifact prevention, while the lab provides hands-on practice with 12-lead placement and troubleshooting.	4	2.5	0	6.5
Week 5					
Session 9	Strip Interpretation Intensive	3	3	0	6



	Students dive deeper into advanced rhythm identification, heart blocks, and arrhythmia recognition, with guided strip reading in the lab.				
Session 10	Simulation & Lab Day 1 This session prepares students for clinical cases through scenario walkthroughs, followed by mock EKG testing and rhythm documentation practice.	3	3	0	6
Week 6					
Session 11	Review & Case Studies Students review challenging rhythm concepts in lecture and apply their knowledge in case-based lab activities with patient response simulations.	2	3	0	5
Session 12	Simulation & Lab Day 2 A full lab session devoted to critical care simulations, where students practice EKG skills in high-stakes situations like V-fib and asystole.	0	3	0	3
Week 7					
Session 13	Simulation & Lab Day 3 Students participate in final simulation practice under testing conditions, reinforcing confidence and readiness for the exam.	0	4	0	4
Session 14	Final Exam The final comprehensive exam evaluates both written knowledge and practical skills, ensuring students are prepared for certification and clinical performance in EKG monitoring.	2 hours		0	2



	TOTAL HOURS	40 hours	32 hours	0	72 hours
	TOTAL HOURS				72 hours

▪

GA Department of Community Health Courses

- **Certified Medication Aide (CMA)** - The Certified Medication Aide (CMA) course in Georgia is designed for Certified Nursing Assistants (CNAs) aiming to expand their responsibilities by safely administering medications under the supervision of licensed healthcare professionals.

American Heart Association Courses

- **Advanced Cardiac Life Support (ACLS)** - The Advanced Cardiac Life Support (ACLS) course, developed by the American Heart Association (AHA), is designed for healthcare professionals who either direct or participate in the management of cardiopulmonary arrest or other cardiovascular emergencies. This course builds upon Basic Life Support (BLS) skills, emphasizing the importance of continuous, high-quality CPR, and integrates advanced cardiovascular interventions
- **Pediatric Advanced Life Support (PALS)** - The Pediatric Advanced Life Support (PALS) course, developed by the American Heart Association (AHA), is tailored for healthcare professionals in Georgia who are involved in managing cardiopulmonary emergencies in infants and children. This comprehensive program is ideal for pediatricians, emergency physicians, nurses, paramedics, respiratory therapists, and other providers in emergency response, intensive care, and critical care units.
- **Basic Life Support (BLS)** - The Basic Life Support (BLS) course developed by the American Heart Association (AHA), is designed for the layperson as well as healthcare providers and public safety professionals. This course equips participants with the essential knowledge and skills to respond effectively to breathing and cardiac emergencies in adults, children, and infants.



Admissions Information

Admissions Policy:

Eligibility criteria (e.g., age, prior education, experience).

- i. Age Requirement: Applicants must be at least 18 years old.
- ii. Educational Background: A high school diploma, GED, or equivalent.
- iii. Language Proficiency: Ability to read and speak English
- iv. Physical Capability: Students should be physically able to perform any job-relevant duties, which may include standing for extended periods, walking, bending, and lifting.

Application Process and Enrollment

Applications are rolling. Students will be enrolled in their selected course on a first-come, first-served basis once the status of their applications is fully complete.

1. Step 1: Application Submission: Submit the completed application and required documents.
 2. Step 2: Application Review: Applicants will be notified of acceptance to their selected course date within 72 hours.
 3. Step 4: Payment and Enrollment: Upon acceptance into the program, students will receive an invoice for the course fee. Full payment or an approved payment plan must be completed within 5 business days of acceptance to confirm enrollment in the course.
 4. Step 5: Pre-Course Preparation: Students will receive pre-course instructions, including a list of required materials (such as a dress code, student manual, and relevant course materials)
- Step 6: Attend the Course.

Anti- Harassment Statement for Our Institution

Harassment, whether verbal, physical, visual, or digital, will not be tolerated. This includes harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, marital status, genetic information, or any other legally protected characteristic.

Sexual harassment and any conduct that creates an intimidating, hostile, or offensive environment will be considered a violation of this policy and may result in disciplinary action, up to and including termination.



Non-Discrimination Statement for Our Institution

Nurse Mom and Family LLC is committed to providing an inclusive, equitable, and supportive learning environment for all students. We do not discriminate on the basis of race, color, national origin, sex, gender, gender identity, sexual orientation, disability, religion, age, or any other characteristic protected by applicable federal, state, or local laws. Our institution adheres to the principles of equality in all aspects of admissions, education, training, and employment, and strives to create a community where all individuals are respected and valued. We are dedicated to providing equal opportunities for success and are committed to fostering a diverse and inclusive environment where students, faculty, and staff can thrive.

If you have any questions or concerns regarding our non-discrimination policy, please contact our Head Instructor.

Daphne Adams, RN

CEO@nursemomandfamily.com | 470-269-6008



Academic Information

Attendance Policy:

Attendance is mandatory for all scheduled class sessions and any other designated activities related to the course. The information taught on each course date is unique to that date so if a student misses, they must make up the class to obtain the appropriate corresponding knowledge. In the event of missed class dates, students will need to contact the instructor to schedule make-up dates.

Students are expected to arrive on time and remain present for the entire duration of the class. Late arrivals and early departures may be considered partial absences and will be recorded accordingly.

Excused absences will be granted in cases of illness, personal emergencies, religious observances, or unexpected natural events. It is the responsibility of the student to notify the instructor in advance, whenever possible, and provide appropriate documentation to support the absence.

ALL ABSENCES, EXCUSED OR UNEXCUSED, MUST BE MADE UP TO PASS THE COURSE.

Grading and Evaluation Policy:

Student performance is evaluated through both theoretical knowledge and practical skill competency, ensuring a balanced assessment of learning and clinical ability. Grades are based on Clinical Assessments (50%), including patient preparation, procedure accuracy, and professionalism, and Quizzes & Exams (50%), covering written, midterm, and final evaluations. To successfully pass the course, students must demonstrate satisfactory understanding in all areas and achieve a minimum overall score of 80% on the final examination. Both programs emphasize hands-on training, professional conduct, and safe, competent performance consistent with industry and clinical standards.

For Written Quizzes and Exams

- **A (90-100%):** Outstanding performance, demonstrating exceptional understanding of theoretical and practical aspects.
- **B (80-89%):** Above-average performance, showing proficiency in both written and practical assessments.
- **C (70-79%):** Satisfactory performance, meeting the minimum requirements for competency in the objective training skills.



- **D (60-69%):** Below-average performance, indicating significant areas for improvement in understanding and application.
- **(Below 60%):** Unsatisfactory performance, requiring remediation and additional support.

For Practical Quizzes and Exams

- **AS- Above Satisfactory:** Student exemplifies exemplary completion of the training skill. Supersedes the minimum requirements of competency.
- **S- Satisfactory:** Student exemplifies sufficient completion of the training skill. Satisfies the minimum requirements of competency.
- **U- Unsatisfactory:** Student exemplifies trouble with completing the training skill. Inadequate display of competency.
- **I- Incomplete:** The student has not demonstrated the specified training skill.

Award of Certification Requirements:

Students are expected to obtain an overall grade of 80% or higher to pass this course. To obtain 80%, students have to demonstrate at a minimum an adequate understanding and demonstration of the basic phlebotomy objective training skills checklist.

Application of grades and credits

These credit hours are not transferable to any other institution. Students should refer to their transcripts for accurate training log hours for lectures and clinical labs.

Obtaining Final Transcript and Certificate.

To request a copy of your Final transcript and Certificate, please fill out the Certificate Request form on our website or in our office. Once complete, please allow up to 72 hours for email response.



Financial Information

Tuition and Fees

Phlebotomy -

- \$25 Application Fee (non-refundable)
- \$900 - Course Tuition
- **\$925 - Total Costs.**

Fundamentals of Electrocardiography (EKG)-

- \$25 Application Fee (non-refundable)
- \$700 - Course Tuition
- **\$725 - Total Costs.**

Financial Aid Services/ Scholarships

- N/A



Student Information

Cancellation Policy

If a student cancels enrollment within 72 hours of signing the enrollment agreement, all tuition and fees paid, excluding clearly identified nonrefundable fees, will be fully refunded. If the institution cancels or makes a substantive change to a program or course that prevents a student from continuing, it will either make timely accommodations to meet the student's needs or refund all money paid if no equitable alternative is possible.

Refund Policy

Refund/Withdraw Request Form - <https://forms.gle/qXPYXFPWsG1ZFJHx6>

To properly request a refund, a student must:

1. Submit a written request for withdrawal/refund (Form in Office or Email) to Daphne Adams, Nurse Mom and Family CEO, email ceo@nursemomandfamily.com.
2. Return any institution-owned equipment/materials (if applicable)

To Determine Your Refund Eligibility:

If you withdraw before 50% of the course's Total Clock hours are complete, we'll refund the unused portion of your tuition for those hours. This refund will be issued based on the total clock hours completed by the student at the time of withdrawal. If you withdraw at or after 50%, no refund is due for the remaining clock hours forfeited. Any money paid for future segments not yet started will be refunded in full. Application fees are non-refundable. All refunds due under this policy are issued within 45 days of the Effective Withdrawal Date.

How do we figure out your % completed?

We look at how many Total Clock Hours have been completed by the day you withdraw (the "Effective Withdrawal Date"), then divide that by the total length of the segment, and turn it into a percent.

Formula:

Percent Completed = (Total Clock Hours completed up to the withdrawal date ÷ total time in that segment) × 100

Example:

12 of 40 hours have passed $\Rightarrow 12/40 = 30\%$



Readmission Policy

Once officially withdrawn, Students who are interested in readmission must initiate rejoining the course from the beginning of the process.

Complaint Policy

If a resolution cannot be reached through informal means, the student may initiate a formal complaint process by submitting a written complaint to the course instructor. The written complaint should include the following details:

- Student's name and contact information
- Nature of the complaint
- Relevant dates, times, and individuals involved
- Any supporting documentation or evidence

Upon receipt of a formal complaint, we will initiate an investigation promptly. The investigation may involve gathering additional information from relevant parties, including instructors, staff, and witnesses. Every effort will be made to maintain confidentiality throughout the investigation process. Once the investigation is complete, we will communicate the findings to the student and take appropriate action to address the complaint. This may include corrective measures, revisions to course materials or policies, or other actions deemed necessary to resolve the issue satisfactorily.

Please note if the student is not satisfied with the outcome of the complaint resolution, they may appeal the decision to the GNPEC. The appeal should be submitted in writing format and should include the following information

GNPEC Contact Information

2082 East Exchange Place

Tucker, GA 30084

Phone: 770- 414-3300

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

An impartial panel or designated authority will review the appeal and render a final decision. The decision of the appeal panel will be communicated to the student in writing and will be considered final. Nurse Mom and Family prohibits retaliation against any student who raises a complaint in good faith. Students can rest assured that their complaints will be handled professionally and without prejudice. Additionally, records of all complaints, investigations, and resolutions will be maintained in accordance with applicable privacy laws and regulations.



Class Cancellation Policy

Class cancellations will be only in the event of unforeseen circumstances or emergencies. Students will be notified via email for cancellations so they are expected to provide an operational and active email for contact. Additional methods such as call and text may also be used to ensure cancellation is received. In the event of a cancellation, rescheduled course dates will be sent out in a timely manner and students should be aware of updated dates as they come out. In the event of a cancellation, scheduling accommodations will be allowed at the convenience of the instructor and students affected. In the event that accommodations cannot be made, refunds can be requested in the appropriate manner as stated in the refund policy.

Student Code of Conduct:

Effective Date: Your enrollment date.

Professionalism and Ethics

Students must demonstrate honesty, integrity, and ethical behavior in all academic and clinical settings. Cheating, plagiarism, falsifying records, or any form of academic dishonesty is strictly prohibited. Students must comply with HIPAA laws and maintain patient confidentiality at all times.

Clinical Conduct

Students must always behave professionally at clinical sites, following the policies of both the school and the healthcare facility. Use of phones or other electronic devices during clinical rotations is not allowed unless permitted by the instructor. Students must maintain proper hygiene, wear the designated uniform, and use appropriate PPE when required.

Respect and Behavior

Students are expected to treat all peers, instructors, staff, and patients with courtesy and respect. Bullying, harassment, intimidation, or discrimination of any kind will not be tolerated. Disruptive behavior in the classroom or clinical settings may result in immediate disciplinary action.

Drug-Free Environment

This is a drug-free work environment. The use of alcohol, illegal drugs, or misuse of prescription medications while on school property or clinical sites is strictly prohibited. Any student suspected of being under the influence will be removed immediately.



Dress Code

Students must adhere to the official school dress code during all clinical sessions, which includes:

- Clean scrubs.
- Closed-toe shoes.
- School-issued ID badge at all times.
- Hair neatly groomed and nails trimmed (no excessively long acrylics or adornments on nail polish in clinical).
- No visible body piercings or excessive jewelry during clinical hours.

Academic Integrity

Students are responsible for completing their own coursework, assessments, and clinical requirements. Group collaboration is only allowed when explicitly authorized by the instructor. Violations of academic integrity may result in a failing grade or dismissal.

Social Media and Public Conduct

Students must not post any photos, videos, or information related to patients, clinical sites, or instructors on social media. Any public behavior that negatively affects the reputation of the school may result in disciplinary action.

Grievances and Conflict Resolution

Students who feel they've been treated unfairly or witnessed misconduct are encouraged to report their concerns to the program instructor or for conflict emergencies please contact ceo@nursemomandfamily.com

Disciplinary Action

Violations of this Code of Conduct may result in:

- Verbal Warning
- Written warning
- Dismissal from the program (depending on severity)

Acknowledgment:

Acceptance into this course will serve as agreement to this student conduct policy.

Additional Student Disclosures (in student handbook)

- GNPEC Disclosure
- Photo Release Form



- Hazardous Materials Agreement
- Rules of Engagement Agreement
- Safe Work Environment Agreement
- Privacy and Consent Agreement
- Equipment and Technology Agreement
- Liability Waiver

Career Services

With the broad scope of knowledge our management team has about navigating the healthcare overall job force, we feel confident we can provide students with the following

- 1) **Resume Review:** Our team will work with you to create a professional resume tailored to the healthcare industry. We'll highlight your skills, training, and relevant experience to showcase your qualifications to potential employers.
- 2) **Job Search Assistance:** We offer assistance with job searching strategies, including tips on where to find current job openings, how to network effectively, and how to navigate online job boards. While we may provide relevant local job positions and employment opportunities, **WE DO NOT GUARANTEE ANY JOB PLACEMENT.**
- 3) **Career Advice:** For those unsure of their future in nursing, our team would be happy to help you explore your interests, strengths, and goals to determine the best career trajectory for you. We'll provide personalized guidance and resources to support your career aspirations.
- 4) **Networking Opportunities:** We aim to connect students with the healthcare community at large as well as trained specialists through networking events, career fairs, and online platforms. Building a strong professional network can open doors to exciting career opportunities and valuable mentorship.
- 5) **Further Education Resources:** Interested in advancing your education or pursuing additional specialized certifications? We'll provide information and resources on additional training programs, certification exams, and educational opportunities to help you achieve your long-term career goals.
- 6) **Library & Media Resources:** Our space is equipped with several literary and media devices to support your educational searches. You can utilize our on-hand textbooks, research articles, and journals, or search the web with one of our handy computers.

Learning System Instructions

- N/A

