



10807 Perrin Beitel Suite 300

San Antonio, Texas 78217

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Mission Statement

Pinnacle Career Center is an institution of higher learning dedicated to providing a professional education. Our center fosters student learning with opportunities to launch,

enhance, or change careers in a diverse global society. PCC is committed to general education, a student-centered service in a practical environment. To accomplish its mission, PCC will provide academic programs that have been developed and assessed by faculty, staff, and members of education, professional, and business communities through the Program Advisory Committee bi-annual meetings.

PCC will also provide intensive and comprehensive instruction using both onsite and online modes of delivery that strengthen students' academic achievement. Plan and provide facilities and resources that respond to the needs of students, faculty, and staff as well as assist students in developing professional attitudes, values, skills, and strategies that foster success in their careers and in life.

PCC recognizes the worth and dignity of all people and is sensitive to the diversity of cultural and ethnic backgrounds represented in its student population. All students are encouraged to reach their potential within the framework of their individual needs, interests, and capabilities.

PCC will work with the individual so that together we can help the student forge their plan that fosters success in their careers and in life. The Center employs instructional methods based on adult learning theory and is committed to the development of each student's intellectual, analytical, and critical thinking abilities. A strong emphasis is placed on ethics, accountability, professionalism, and the individual's commitment to pursuing lifelong personal and professional development

History

Dr. Gloria Tolani is a distinguished board-certified Psychiatric Nurse Practitioner (PMHNP-BC) with a wealth of experience in mental health care. She completed her nursing prerequisites at the Tarrant County Colleges in Fort Worth, Texas and her Bachelor of Science in Nursing (BSN) at Arkansas State University. She proudly holds a Master of Science in Nursing (MSN) and a Doctor of Nursing Practice (DNP) degree in family psychiatry and mental health nursing, both from University of South Alabama, showcasing a commitment to education and its advancement.

“Dr. T” as she is fondly called exemplifies commitments and active participation by demonstrating exceptional stewardship, leadership, and management skills in the community through various notable leadership roles such as being the founder and Chief Executive Officer of Insight Mental Wellness P A, a behavioral health outpatient clinic, President of the Alamo Area Psychiatric Nurses Association, Vice President of the Psychiatric Advanced Practitioner Nurses of Texas, Service Advisory Committee member of the Alamo Area Council of Governance supporting Intellectual and Developmental Disability, Executive board member of the San Antonio Nigerian Nurses Association, and Executive board member of the San Antonio Nigerian Medical Community.

Dr. Gloria’s passion for education led her to successful roles such as an adjunct professor at the graduate learning institute of University of Texas, Rio Grande Valley, precepting over numerous nurse practitioners, physician assistants, clinical counselors, and medical students over the course of her experience, trained professional interns and mentored aspiring students in the workforce. She continues to play a pivotal role in shaping the landscape of education and health care in the community.

Overall, the pursuit of education and its advancement inspired the birth of Pinnacle Career Center in November of 2024 to help the diversified workforce population in our community get a start to a better future through educational preparedness.

Accreditation and Approval

Texas Health and Human Services NATCEP
Texas Workforce Commission

Facilities and Equipment

Pinnacle Career Center is located at 10807 Perrin Beitel Suite 300, San Antonio, Texas. The center has an on ground laboratory and classroom. 7500 Square ft. on the lower lever with potential of another 7500 sq. ft on the second level for future classrooms and laboratories as it grows its student population and programs.

Administration and Faculty

Dr. Gloria Tolani is the executive director of Pinnacle Career Center. She is a distinguished board-certified Psychiatric Nurse Practitioner (PMHNP-BC) with a wealth of experience in nursing and behavioral health care. Her credentials are DNP, APRN, PMHNP-BC. Her passion for education led her to successful roles such as adjunct professor at the graduate learning institute of University of Texas, Rio Grande Valley, precepting over numerous nurse practitioners, physician assistants, clinical counselors, and medical students over the course of her experience, and trained professional interns and mentored aspiring students in the workforce.

Dr. Gloria is the founder and Chief Executive Officer of Insight Mental Wellness P A, a behavioral health outpatient clinic, President of the Alamo Area Psychiatric Nurses Association, Vice President of the Psychiatric Advanced Practitioner Nurses of Texas, Service Advisory Committee member of the Alamo Area Council of Governance supporting Intellectual and Developmental Disability, Executive board member of the San Antonio Nigerian Nurses Association, and Executive board member of the San Antonio Nigerian Medical Community.

Alexandria Garza is the school's director who has her Master of Science in Nursing (MSN) with a specialization in Nursing Education from Kaplan University. A Bachelor's degree in nursing (BSN) with Cumme Laude honors from The University of Texas Health Science Center in San Antonio, an Associate Degree in

Nursing (ADN) from St. Philip's College. She also holds Associate degrees in Philosophy, General Studies, Health Professions, and Liberal Arts. She is also completing her Bachelor's degree in Philosophy with a minor in Anthropology from UTSA.

Ms. Garza looks forward to completing her FNP from Purdue University within the next 2 years, and then going on to complete her Doctorate degree in Nursing Education. She has over 28 years of nursing experience and 12 years' experience in the role of educational administrator.

Ms. Garza enjoys being a mentor and role model for students looking to further their healthcare careers. She is an avid reader and loves learning new things and therefore considers herself a consummate student. She feels very grateful to have been a dean for

many nursing students and nursing assistant students. She has graduated over 1000 successful students in her educational career, and looks forward to helping change many more lives in the future by being a supportive leader and instructor.

Marcel Mendez is the assistant program director and instructor. He graduated from Kaplan College Vocational Nursing Program. He has 13 years of nursing experience in assisted living, long-term care and rehabilitation. He was also trained as a USAF Tactical Aircraft maintenance technician and mechanical instructor. He enjoys teaching and having those that he taught to be able to teach others because he feels it is a way to “pay it forward”.

Mr. Mendez believes in never trying to overthink a solution, but always put yourself in that solution to best figure out the best course of action to take. When he is not working as a nurse, he enjoys gardening and being a nature photographer.

Henrietta Hernandez Burress is an accomplished Licensed Practical Nurse and seasoned Clinical Liaison with more than 20 years of combined experience in healthcare, marketing, broadcasting, and community engagement. A dynamic people-person, Henrietta excels in patient advocacy, physician and nurse recruitment, case management, and developing strong community partnerships. Her unique background in medical communications and media has positioned her as a trusted public voice for health education, senior care outreach, and nonprofit initiatives. She is committed to delivering exceptional patient-centered care, building sustainable healthcare relationships, and elevating community wellness through culturally informed outreach.

Program Tuition

Nursing Assistant	On Ground	Hybrid
Tuition	\$979.00	\$979.00
Textbooks	\$56.00	\$56.00
Uniforms	\$50.00	\$50.00
Supplies	\$30.00	\$30.00
State Testing fee	\$125.00	\$125.00
Tech fee	\$0.00	\$10.00
Total	\$1240.00	\$1250.00

Holidays

New Year's Day	Martin Luther King Day
Good Friday	Memorial Day
Independence Day	Labor Day
Veteran Day	Thanksgiving Day
Day after Thanksgiving	Christmas Eve
Christmas	Day After Christmas

Enrollment Periods

Day Programs

Nursing Assistant-Enrollment periods are the four calendar weeks prior to the first day of classes for each program term. It will run as a continuous cycle.

Hybrid Course Enrollment Periods

Nursing Assistant-Enrollment periods are the four and a half calendar weeks prior to the first day of classes for each program term. It will run as a continuous cycle.

Evening Programs

Nursing Assistant-Enrollment periods are the six calendar weeks prior to the first day of classes for each program term. It will run as a continuous cycle.

Orientation

Pinnacle Career Center provides a new student orientation program each term for all new students. The orientation acquaints new students with the faculty, administrators, and academic life at PCC. An agenda is prepared that provides the opportunity to get a better understanding of the program, the responsibilities of both the student and the instructor, and having any questions addressed. All new students are required to participate in the orientation.

Programs

Nursing Assistant

On Ground Program Terms

The Day program will run 4 weeks per term. One week's time will be given in between to allow for make-up and administrative completions. Therefore, a new Term (Cohort) will start every 5 weeks with the exception of holiday or weather interference.

The Evening program will run 6 weeks per term. One week's time will be given in between to allow for make-up and administrative completions. Therefore, a new Term (Cohort) will start every 7 weeks with the exception of holiday or weather interference.

Onground Daily Class Schedules

Classroom Schedule -Days	Clinical Schedule- Days	Classroom Schedule Evenings	Clinical Schedule-Evenings
Monday – Friday 8:30 AM-3:00 PM	Monday- Friday 8:30 AM-2:00 PM	Monday - Friday 5:00 PM-9:00 PM	Monday- Friday 5:00 PM-9:00 PM
8:30-9:20 Lecture	A lunch break will be	5:00 -5:50 Lecture	Breaks will be assigned by the instructor
9:20-9:30 Break	assigned by the instructor.	5:50-6:00Break	
9:30- 10:20 Lecture		6:00- 6:50 Lecture	
10:20 -10:30 Break		6:50- 7:00 Break	
10:30 -11:20 Lecture		7:00-7:50 Lecture	
11:20-12:30 Lunch		7:50- 8:00 Break	
12:30-1:20 Lecture		8:00 -8:50 Lab	
1:20-1:30 Break			
1:30-2:20 Lecture/lab			
2:20-2:30 Break			
2:30-3:00 Lab			

A 10-minute break will be given after 50 minutes of lecture.

Hybrid Online Program Terms

The Day Hybrid program will run 5 ½ weeks per term. 2 Days time will be given in between to allow for make-up and administrative completions. Therefore, a new Term (Cohort) will start every 6 weeks with the exception of holiday or weather interference.

The Evening Hybrid program will run 7 weeks per term with 1 week in between classes to allow for make up and administrative completions. Therefore, a new term (Cohort) will start every 8 weeks with the exception of holidays or weather interference.

Classroom Schedule Hybrid Online via Zoom Days	Laboratory Schedule on Campus Days	Clinical Schedule- On Site	Classroom Schedule Hybrid Online via Zoom Evenings	Laboratory Schedule on Campus Evenings	Clinical Schedule- On Site
Monday – Friday 8:30 AM- 3:00 PM		Monday- Friday 8:30 AM-2:00 PM	Monday – Friday 5:00 PM-9:00 PM	Monday – Friday 5:00 PM-9:00 PM	Monday – Friday 5:00 PM-9:00 PM
8:30-9:20 Lecture	8:30-9:20 Lab	A lunch break will be assigned by the instructor	5:00-5:50 Lecture	5:00-5:50 Lecture	Breaks will be assigned by the instructor
9:20-9:30 Break	9:20-9:30 Break		5:50 -6:00 Break	5:50 -6:00\Break	
9:30- 10:20 Lecture	9:30- 10:20 Lab		6:00-6:50 Lecture	6:00-6:50 Lecture	
10:20 -10:30 Break	10:20 -10:30 Break		6:50-7:00 Break	6:50-7:00 Break	
10:30 -11:20 Lecture	10:30 -11:20 Lab		7:00-7:50 Lecture	7:00-7:50 Lecture	
11:20-12:30 Lunch	11:20-12:30 Lunch		7:50 8:00 Lecture	7:50 8:00 Lecture	
12:30-1:20 Lecture	12:30-1:20 Lab		8:00 -8:50 Lecture	8:00 -8:50 Lecture	
1:20-1:30 Break	1:20-1:30 Break				
1:30-2:20 Lecture/lab	1:30-2:20 Lab				
2:20-2:30 Break	2:20-2:30 Break				
2:30-3:00 Lab	2:30-3:00 Lab				

A 10-minute break will be given after 50 minutes of lecture.

Dress Code

- Students will appear to the class/clinical site in the appropriate uniform as specified by the syllabus.
- **White, and white tennis shoes (clinical), Scrubs and Tennis shoes (classroom) and no open toe or backless shoes or crocs sandals allowed**
- **Students will cover any visible tattoos and body piercings.** Jewelry is allowed if it is a wedding band, small post earrings or small hoops. Necklaces are discouraged as the resident may reach for it and break it or they could get caught in equipment and being damaged. (Clinical site)
- **Name tags must be worn at all times** and must be clipped to uniform and not on a lanyard for the same above-mentioned reasons. (Clinical site)
- Hair must be pulled back and off the neck and be of a natural appearing color (i.e. blonde, brown, black or auburn). No bright attention getting hair color is allowed as this does not appear professional.
- **No artificial acrylic (artificial) nails are allowed during clinical rotation.**

Office Hours

Pinnacle Career Center is open Monday through Friday 8:00 AM – 5:00 PM

Admission Requirements and Conditions

1. Applicants who hold a State of Texas High School Diploma, the high school diploma of another state equivalent to a State of Texas High School Diploma, or an equivalent diploma issued by an acceptable non-public high school are eligible for admission.
2. Applicants who hold a certificate of attendance or any other award issued in lieu of a diploma are ineligible for admission.
3. Applicants who hold a Certificate of High School Equivalency (GED Certificate) issued by the State of Texas or other state departments of education are eligible for admission. Home school study credentials are accepted for enrollment so long as the home school program of study is equivalent to a high school diploma and is recognized in the student's home state where the education was provided. All home school study credentials will be evaluated by the Director prior to final acceptance to Pinnacle Career Center.
4. Students may be required to submit an official high school or GED transcript to the Center pursuant to State regulations or at any other time upon request.
5. Prospective students who currently reside in the United States but attended school in foreign countries must be able to produce the required documents, evidence may include certification from other official sources.
6. All prospective students must complete the required admissions documents, and sign the Enrollment Agreement (must be signed by a parent or guardian if the prospective student is under 18 years of age)
7. A leave of absence is not available to students enrolled in short course classes.
8. All prospective students must meet with the director or assistant director for an informational interview, which includes a campus tour.
9. Students must be sitting in classes by the third regularly scheduled class of the term.
10. Students must make satisfactory financial arrangements
11. Documentation of required health immunizations will be required and this documentation must be submitted prior to the first day of class.
12. Students will be required to undergo criminal background checks before being placed in an externship/practicum, clinical or fieldwork rotation or take

professional licensing, certification, or registration exams. Students are responsible for inquiring with the appropriate agencies about current requirements prior to enrolling in the program of their choice.

13. Students who have prior felony convictions or serious misdemeanors will not be accepted into the center as they may not be able to complete the externship/practicum, clinical or fieldwork portion of the program, which is a requirement for graduation from the program. Additionally, students who have prior felony convictions or serious misdemeanors may be denied the opportunity to take professional licensing, certification, or registration exams, or may be denied a license or certification to practice in some states even if the exam is taken and successfully completed.
14. Students are required to pass a drug/chemical substance test that must be completed prior to the start date.
15. Many externship/practicum, clinical, and fieldwork sites require drug/chemical substance testing. It is the student's responsibility to comply with the requirements of his or her specific externship/practicum, clinical, or fieldwork site.
16. Once the start of a class is full, all remaining qualified prospective students may be placed on a waiting list for future start dates.
17. Prior to beginning a clinical experience, some facilities may require additional documentation, as necessary, to comply with specific federal and/or state requirements for student candidates. Failure to submit appropriate documentation by the deadline will prohibit student candidates from attending clinical sites, which will render them incapable of completing the program and resulting in their dismissal from the program.

Students enrolled in the short courses must adhere to the attendance/tardiness policy as described within the catalog.

Immunizations

Immunizations must be up to date. Students must provide proof of immunity with written documentation from immunization records or by providing results of positive titers. Students are responsible for keeping their original immunization records and providing the school with a copy for their school record.

The following immunizations are required for health care courses:

- **Tdap**- immunization within the last 10 yrs.
- **Measles, Mumps, and Rubella (MMR)**- proof of two inoculations from childhood must

be shown. If one is documented, the recent inoculation as an adult must also be shown, then two inoculations at least 28 days apart will be required.

- **Varicella (Chicken Pox)**- student must provide two inoculations 28 day apart or one inoculation with proof of childhood disease.
- **Hepatitis B (Hep B Series)**- According to Texas Administrative code, Title 25, part 1, Chapter 97, subchapter B, Rules 97.62, 97.64, 97.65, the Texas Department of health requires that “all health professional student shall receive a complete series of Hepatitis B Vaccine prior to the start of direct patient care or show serologic confirmation of immunity to Hepatitis B virus.” PCC requires the first 2 doses prior to clinical.

Dose #1 prior to admission to the nursing assistant program

Dose #2 one month after 1st dose prior to clinical rotation

Dose# 3 must be taken 5-6 months after DOse #1

- **Tuberculosis Skin Test (PPD)**- all students must have the results of a TB skin test taken within 60 days of admission into the nursing assistant program. If a TB skin test is contraindicated due to previous reaction, the student is required to submit the date of the reaction to the test and proof of a negative chest x-ray taken within 12 months of entry into the program. *A chest x-ray does not preclude a skin test for students who have not experienced a positive or reactive skin test.*
- **Covid vaccine**- all students are required to show proof of Covid vaccines taken. A minimum of 3 are required : 1st dose, 2nd dose and a booster.

Readmission

In order to re-enter Pinnacle Career Center, the student must contact PCC and petition the Re-Entry Committee. The petition may be initiated by a phone call or visit to PCC. Upon receipt of the petition, the student's enrollment status will be reviewed to determine his/her eligibility to re-enter based upon PCC's standards of academic progress and in accordance with PCC's behavioral and good financial standing policies. PCC must verify that the student is in good standing and that the student is not in default or collection. Failure to withdraw properly may be grounds for denial of re-entry.

Students will be allowed to re-enter once with the approval of the Director. To re-enter a second time, the members of the Re-Entry Committee will review the student's petition to determine if the student qualifies academically and financially to re-enter. Students will be allowed to re-enter a third time with the Director's approval. Students will only be allowed to re-enter three times after withdrawal prior to graduation from a program.

Cancellation and Refund 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.

Course Objectives and Purpose

The purpose of the Nursing Assistant course is to teach students the basic principles of nursing and skills needed to provide patient care. This course prepares students to work in healthcare and provides a foundation for a career in nursing.

On Ground Course Outline

Course	Lecture	Lab	Clinical	Total	Total Hours for Program Completion
Nursing Assistant	60	12	40	112	Day
Nursing Assistant	60	12	40	112	Evening

OUTLINE OF Modules:

- Unit 1 (12 hrs, 2.4 hrs Lab)
 - Introduction
 - Role of the Nursing Assistant
 - Safety and Emergency Measures
 - Infection Control
 - Resident's Rights and Independence
 - Communication and Interpersonal Skills
- Unit 2 (12 hrs, 2.4 Hrs. Lab)
 - Taking Care of Yourself
 - Body Mechanics, Positioning and Moving Residents
 - Care of the Resident's Environment
 - Assisting Residents with Bathing
 - Toileting and Perineal Care
 - Skin Care
- Unit 3 (12 hrs Lecture, 2.4 hrs. Lab)
 - Hygiene and Grooming
 - Nutrition
 - Hydration
 - Elimination
 - Promoting a Restraint Proper Environment
 - Vital Signs, Height, and Weight
- Unit 4 (12 hrs Lecture, 2.4 hrs Lab)

- o Observing, Reporting and Charting
- o Human Needs and Development
- o Admission, Transfer and Discharge
- o Coping with Death
- o Introduction to Restorative Services
- o Role of the Nurse Aide in Restorative Care
- o Psychological Needs Residents

- Unit 5 (12 hrs.Lecture, 2.4 hrs Lab,)
 - o Culture Change
 - o Specific Behavior Problems
 - o Cognitive Impairments
 - o Conflict Resolution
- CPR (7 hrs.)
- Skills Lab will run daily after the classroom lecture for a total of 12 hours

Hybrid Online Course Outline

Course	Lecture	Lab	Clinical	Total	Total Hours for Program Completion
Nursing Assistant Hybrid	72	15	40	127	Day
Nursing Assistant Hybrid	72	15	40	127	Evening

OUTLINE OF Modules:

- Unit 1 (13 hrs)
 - o Introduction
 - o Role of the Nursing Assistant
 - o Safety and Emergency Measures
 - o Infection Control
 - o Resident's Rights and Independence
 - o Communication and Interpersonal Skills
- Unit 2 (13 hrs)
 - o Taking Care of Yourself
 - o Body Mechanics, Positioning and Moving Residents
 - o Care of the Resident's Environment
 - o Assisting Residents with Bathing
 - o Toileting and Perineal Care
 - o Skin Care
- Unit 3 (13 hrs)
 - o Hygiene and Grooming
 - o Nutrition
 - o Hydration
 - o Elimination
 - o Promoting a Restraint Proper Environment
 - o Vital Signs, Height, and Wts

- Unit 4 (13 hrs)
 - Observing, Reporting and Charting
 - Human Needs and Development
 - Admission, Transfer and Discharge
 - Coping with Death
 - Introduction to Restorative Services
 - Role of the Nurse Aide in Restorative Care
 - Psychological Needs of the Residents
- Unit 5 (13 hrs)
 - Culture Change
 - Specific Behavior Problems
 - Cognitive Impairments
 - Conflict Resolution
- CPR (7hrs.)
- Laboratory skills training will consist of (5) 3 hour days on campus prior to clinical rotation

The approximate time required to complete the day program is four weeks for the on ground students and 5 ½ weeks for the hybrid program students. The approximate time required to complete the evening program is six weeks for the on ground students and seven weeks for the hybrid program students.

Upon successful completion of the program, the student will receive a Certificate of Completion and be qualified to sit for the State Nurse Aide exam.

Course Description

In this course, students are taught the basic knowledge and skills of a nurse assistant in a long-term care environment. Topics include infection control, personal care skills and procedures, resident's rights, body mechanics, nutrition, and emergency procedures. Additional topics include restorative services, observation, charting culture change, coping with death, conflict resolution and working with the cognitively impaired. Students are taught the role and responsibilities of a nurse assistant as part of the healthcare team, as well as skills necessary to protect and enhance resident safety, comfort, independence, and mobility.

This course places particular emphasis on effective communication skills based on the needs of residents. Through structured, competency-based clinical assignments, the clinical portion of this module is designed to provide supervised practice in nurse assistant procedures. The practicum includes practice in resident care skills and procedures, infection control, assisting with transfer and mobility, communication skills, respect for the residents' rights, rehabilitative/restorative care, and vital signs. This course may include both classroom and digital activities such as video, test/quizzes, simulations, and discussion boards.

Clinical Description

Clinical site rotation provides the student with real hands-on experiences allowing them to apply the theory and skills learned in the didactic and lab session of the course. Direct supervision is provided by the clinical professional instructor on-site at assigned clinical facilities who have partnered with the Center. Clinical site information provided by the instructor prior to clinical rotation. During clinical, or fieldwork training, students are expected to perform in an ethical, safe, and professional manner, and to assist in all matters appropriate to the scope of practice. Failure to do so may result in course failure, dismissal from the program, and failure to graduate.

Successful completion of the externship/practicum, clinical, or fieldwork is a requirement of graduation. All clinical sites are carefully selected based on an evaluation of site personnel, facilities, geographic location, availability, and type of learning experience provided. Students may be required to go to more than one site to complete their clinical hours. Pinnacle Career Center maintains affiliation agreements with a variety of facilities to provide students with clinical opportunities.

Grading Policy

GRADE	Points	POINTS OF DEFINITION
A	93.0-100.0	4.0
A-	90.0-92.99	3.7
B+	87.1-89.9	3.3
B	83.0-87.0	3.0
B-	80.0-82.99	2.7
C+	77.0-79.99	2.3
C	73.0-77.0	2.0
C-	70.0-72.99	1.7
D+	67.1-69.99	1.3
D	60.0-67.0	1.0
F	below 60.0	0.0
I		Incomplete

P (Clinical Portion)		Pass
W		Withdrawal

Satisfactory Progress

Students must achieve a minimum grade of 75% in the NA 1024 course to pass. Attendance is also a factor in determining satisfactory progress in the course.

Academic Probation, Incompletes, and Withdrawals

Pinnacle Career Center expects that most students who begin classes at the Institution successfully complete their education. However, sometimes conditions or circumstances beyond the control of students and PCC require that students withdraw from the Program. Students who determine the need to withdraw from PCC prior to completion must follow the steps below for an official withdrawal:

Withdrawal During the Provisional Enrollment Period

1. Students must officially notify the Director of their intent to withdraw, in person or in writing, by the end of the provisional enrollment period. The provisional enrollment period expires on the close of business on the 3rd calendar day of the term.
2. Once students have officially notified the Director of their intent to withdraw, PCC will process the Student Action Form.

Withdrawal After the Provisional Enrollment Period

1. Students must officially notify the Director of their intent to officially withdraw, in person, via telephone or in writing. PCC will make a reasonable effort to assist students in continuing their education.
2. Once students have officially notified The Director of their intent to withdraw, the Institution will process the Student Action Form, which includes the student's last date of attendance and will be signed by the student (for in-person withdrawals only).

***Incomplete:** An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and/or tool kit.

****Withdrawal:** Under Texas Education Code §132.061(f), a student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the student's academic status may request a grade of "I" for incomplete.

Attendance Policy and Make-up Work

- Students who miss over **25% (28 hrs.) of the total program hours will be dismissed from the program.** Students who have excessive non-consecutive absences or who have accumulated 10% (2.8 hours) of allowable absences will be given an advisement form to be completed. Students who have excessive non-consecutive absences or who have accumulated **50% (14 hrs.) will be placed on probation for the remainder of the program.** If a student starts a course late, time missed becomes part of the 25% absence.
- Even if a student has a legitimate reason for the absence, it still becomes part of the 25% absence. No excuses or documentation will be accepted to remove absent time from a student's record and missed time must be made up.
- Students who are absent from school five consecutive days **will be dismissed from the program.**
- Students dismissed due to lack of attendance may be readmitted only at the discretion of the Administration.
- Students must notify the instructor no later than **1 hour** before you are scheduled to be in class/clinical if they are not going to be in attendance. A student will be sent home if they arrive late at the clinical site without calling the instructor to notify them of a potential tardiness. If you arrive later than **15 minutes** at the clinical site, you will be sent home and will have to make up for the clinical day and will receive a zero for the day. The grade will not be made up, just the missed time. This is part of being professional.
- If a student fails to turn in homework/written assignments within the 3-day period, they will receive a grade of **ZERO.** All assignments must be turned in at the beginning of the class on the day they are due.
- If a student fails to take the examination within a 3-day period after the exam was scheduled, they will receive a grade of **ZERO.**

Student Responsibilities

Students who are accepted into an academic program of study at Pinnacle Career Center have certain rights and responsibilities. These rights and the associated responsibilities shall establish a student code of professional conduct. Primary to this code is access to an environment free from interference in the learning process.

1. Students have the right to an impartial, objective evaluation of their academic performance. Students shall receive, in writing, at the beginning of each course, information outlining the method of evaluating student progress toward, and achievement of, course goals and objectives, including the method by which the

final grade is determined.

2. Students will be treated in a manner conducive to maintaining their worth and dignity.
3. Students shall be free from acts or threats of intimidation, harassment, mockery, insult, or physical aggression.
4. Students will be free from the imposition of disciplinary sanctions without proper regard for due process. Formal procedures have been instituted to ensure all students subjected to the disciplinary process are adequately notified.
5. When confronted with perceived injustices, students may seek redress through grievance procedures outlined in the Grievance Policy. Such procedures will be available to those students who make their grievances known in a timely manner.
6. Students are responsible for learning the academic content of any course in which they are enrolled.
7. Students will be given full disclosure and an explanation by PCC of all fees and financial obligations.
8. Students have the right and responsibility to participate in course and instructor evaluations and to give constructive criticism of the services provided by PCC.
9. Students have the right to quality education. This right includes quality programs; appropriate instructional methodologies and content; instructors who have sufficient educational qualifications and practical expertise in the areas of instruction; the availability of adequate materials, resources, and facilities to promote the practice and application of theory; and an environment that stimulates creativity in learning as well as personal and professional growth.
10. Students have the responsibility to conduct themselves in a professional manner within the center, externship/practicum, clinical, and lab settings, and to abide by the policies of PCC.
11. Students are expected to conduct all relationships with their peers, PCC staff and faculty, and anyone with whom they come into contact at clinical sites, with honesty and respect.
12. Students are to comply with directions by PCC faculty and staff members who are acting within the scope of their employment, subject to their rights and responsibilities.
13. Students have the right and responsibility to develop personally through opportunities such as formal education, work and volunteer experiences, extracurricular activities, and involvement with others.
14. Students are encouraged to apply creativity in their own learning processes while striving for academic excellence, and to share their knowledge and learning experiences with fellow students in the interest of greater learning and better practice of the
15. Students are required to dress in an appropriate manner while on campus and at the assigned clinical location.
16. Students should show concern for the appropriateness of dress while attending PCC and be guided by the principle that what is proper for the workplace is proper for PCC.
17. Professional appearance is as important as the development of professional skills. All students are expected to abide by the dress code. Students are expected to

practice good personal habits and maintain a clean, neat, and professional appearance at all times. Students failing to meet the dress requirements will not be admitted to class.

18. Administration and faculty are responsible for enforcing the dress code. Inappropriately dressed students will be sent home, and the time missed will be recorded as an absence.

Student Conduct Expectations

Pinnacle Career Center is proud of its academic standards and code of student conduct. In today's competitive job market, professional conduct is a crucial factor in obtaining and keeping a job. Emphasis is continually placed on regular attendance, promptness, honesty, and a positive attitude. Students will be held accountable for, and be required to report, the following violations while on PCC's or externship/practicum, clinical, or fieldwork property:

1. All forms of dishonesty including cheating, plagiarism, forgery, and intent to defraud through falsification, alteration, or misuse of PCC's documents. Examples of dishonesty and/or plagiarism include, but are not limited to, copying work or written text from any source, including the Internet, without properly crediting the source of information; cheating on examinations and/or coursework in any form; and completing and submitting an assignment partially or wholly originated by another person.
2. Theft, deliberate destruction, damage, misuse, or abuse of PCC's property or the private property of individuals associated with PCC. Inappropriate or profane behavior that causes a disruption of teaching, research, administration, disciplinary proceedings, or other PCC activities.
3. Being under the influence of alcoholic beverages or controlled substances on PCC or externship/practicum, clinical, or fieldwork property, including the purchase, consumption, possession, or sale of such items.
4. The use of any tobacco products including electronic devices in the Institution's buildings and eating or drinking in the classrooms, or any location other than designated areas.
5. Failure to comply with PCC officials acting within the scope of their employment responsibilities.
6. Bringing animals on to PCC or externship/practicum, clinical, or fieldwork property. No animals are allowed on the premises unless they are assisting the physically impaired or are being used as classroom subjects.
7. Bringing children into PCC's academic areas. PCC does not provide childcare services and cannot assume responsibility for children's health and safety.
8. Failure to comply with all emergency evacuation procedures, disregarding safety practices, tampering with fire protection equipment, or violation of any other health and safety rules or regulations.

9. Failure to comply with any regulation not contained in an official PCC publication but announced as an administrative policy by a PCC official or other person authorized by the Director of PCC.
10. Bringing dangerous items such as explosives, firearms, or other weapons, either concealed or exposed, onto PCC's property or externship/practicum, clinical, or fieldwork property.
11. Violence or threats of violence toward people or property of students, faculty, staff, or PCC.
12. Improper use of email and Internet access.
13. Failure to comply with federal software piracy statutes forbidding the copying of licensed computer programs
14. Inappropriate use of pagers, cell phones, or other electronic devices. All electronic devices must be in an "off" position while in the classroom.
15. Audio or video recording of any class or lecture offered at PCC or its externship/practicum, clinical, or fieldwork sites is not permitted, unless otherwise allowed on an individual basis due to an accommodation under the Americans with disabilities.
16. Physical abuse, verbal abuse, intimidation, harassment, coercion, stalking, or any conduct that threatens or endangers the physical or psychological health/safety of another person.
17. Rape, including acquaintance rape and/or sexual assault, in any form.
18. Unauthorized presence in, or forcible entry into, a PCC facility or PCC related premises.
19. All forms of gambling
20. Being in the presence of or aiding/abetting any of the aforementioned conduct violations.

A student found responsible for involvement in any of the violations listed above may be sanctioned accordingly. Sanctions range from a written letter of reprimand up to the immediate dismissal from the center. Students dismissed for conduct violations will not be readmitted.

Nondiscrimination

Pinnacle Career Center encourages diversity and welcomes applications from all minority groups. PCC does not discriminate on the basis of race, color, religion, ancestry, national origin, age, non-disqualifying disability, gender, sexual orientation, marital status, or veteran status in the recruitment of students, or in the implementation of its policies, procedures, and activities.

It is Pinnacle Career Center's policy to maintain an environment in which all individuals are treated with respect and dignity. Each individual has the right to learn in an atmosphere free from discriminatory practices, including sexual harassment and harassment based on race, religion, gender, color, sex, age, national origin, disability, marital status, sexual orientation, gender identity, veteran status, or any other legally

protected status.

Discrimination of any kind is unacceptable and will not be tolerated at the Institution. Harassment is verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of his or her protected status, or that of people with whom the individual associates. For example, racial harassment includes harassment based on an immutable characteristic associated with race (e.g., skin color or facial features).

Sexual Harassment

Sexual harassment is a prohibited aspect of sexual discrimination under this policy. Pinnacle Career prohibits sexual harassment including, but not limited to: Coerced sexual acts Touching or assaulting an individual's body, or staring, in a sexual manner Graphic, verbal commentary about an individual's body or sexuality Unwelcome or offensive sexual jokes, sexual language, sexual epithets, sexual gossip, sexual comments or sexual inquiries Unwelcome flirtations, advances or propositions.

Continuing to ask an individual for a date after the individual has indicated that he or she is not interested in sexually suggestive or obscene comments or gestures. The display of graphics and sexually suggestive objects, pictures, or graffiti or any computer-generated sexually explicit pictures or graffiti. Negative statements or disparaging remarks targeted at one's gender (either men or women), even if the content of the verbal abuse is not sexual in nature; or

Any form of retaliation against an individual for complaining about the type of behavior described above or supporting the complaint of the alleged victim.

Pinnacle Career Center encourages individuals who believe they are being harassed or discriminated against to firmly and promptly notify the alleged offender that his or her behavior is unwelcome. However, whether or not the individual chooses to discuss the incident with the alleged offender, anyone who either experiences or observes harassment or discrimination should report the incident immediately by speaking with the Director or follow the General Student Complaint Procedure/Grievance Policy in the Course Catalog.

Pinnacle Career Center will take any necessary action to promptly investigate the complaint to resolution.

Pinnacle Career Center cannot address allegations unless it is made aware of the complaint.

Pinnacle Career Center recognizes that false accusations of harassment can cause serious harm to innocent people. If an investigation results in a finding that the complainant knowingly, falsely accused another person of harassment, the complainant will be subject to disciplinary action, up to and including expulsion from the Center.

Non Retaliation

Pinnacle Career Center will not retaliate against any individual who makes a report of perceived harassment or discrimination, nor will it permit such behavior by any person at PCC. Retaliation is a serious violation of the PCC's policy, and those who feel they have been subjected to any acts of retaliation should immediately report such conduct to the Director or follow the General Student Complaint Procedure/Grievance Policy in the Course Catalog.

Graduation Requirements

In order to graduate from Pinnacle Career Center, students must earn the required total number of credit hours for the program and pass all required courses with minimum grades as prescribed in the catalog; complete all required coursework within the maximum time frame permitted and obtain a minimum CGPA of 2.5. Return all property belonging to PCC; fulfill all financial obligations prior to graduation unless previous satisfactory arrangements have been made. If satisfactory financial arrangements are not made, the graduation credential will be withheld.

Certification, State Board, and National Board Exams

Understanding the requirements of certification, state board, or national board licensing exams is the individual student's responsibility. Such requirements may change during the course of a program. No student is automatically certified in any way upon program completion, and even if a student obtains certification, the Institution does not guarantee job placement. Although certain programs are designed to prepare students to take various certification and licensing exams, PCC **cannot guarantee** students will pass these exams.

Pinnacle Career Center makes a reasonable attempt to provide accurate information about test dates and fees for exams. In some cases, field experience may be necessary to be eligible to take or to successfully pass these exams. In addition, a GED or high school diploma may be required for graduates to take their state, national, or certification exams. Furthermore, the state, employers, and various other agencies may require a criminal background check, fingerprinting, and/or drug testing before a student can be placed in an externship or take professional licensing, certification, or registration exams.

Students who have prior felony convictions or serious misdemeanors may be denied the opportunity to take professional licensing, certification, or registration exams. These students may also be denied a license or certification to practice in some states, even if the certification or licensing exam is taken and passed. Students are responsible for inquiring with the appropriate agencies about current requirements prior to enrolling in the program of their choice or, if the student's licensure.

FERPA

Family Educational Rights and Privacy Act

Student records are maintained for a minimum of five years from the student's last day of attendance, with academic transcripts maintained indefinitely. The Family Educational Rights and Privacy Act (FERPA) affords eligible students and their parents certain rights with respect to their education records including:

- The right to inspect and review the students' education records during normal school hours with an appointment within 45 days of the day the Director receives a written, dated request for access. Pinnacle Career Center does not permit students to inspect or review confidential student guidance notes maintained by the Institution, or financial records (including any information those records contain) of their parents or guardians.
- The right to request amendment of educational records that the student believes are inaccurate, misleading, or a violation of privacy. Students requesting amendment of an education record should submit a written, dated request to the Director, clearly identify the part of the record they want changed, and specify why it is inaccurate, misleading, or a violation of privacy. If PCC decides not to amend the record, PCC will notify the student in writing and/or verbally of the decision and of the student's right
Additional information regarding the hearing procedures will be provided to the student when he/she is notified of the right to a hearing.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without prior consent from the parents or the eligible student, as applicable. Pinnacle Career may neither release nor disclose identifiable information contained in the students' education records to outside employers, agencies, or individuals without first securing a written release from the parent or eligible student, as applicable, unless permitted by the Act.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by Pinnacle Career Center to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

Family Compliance Office
U.S. Department of Education
400 Maryland Avenue SW
Washington DC 20202-4605

These rights are transferred to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are eligible students.

One exception to the above student record release policy permits disclosure without

consent to school officials with legitimate educational interests. A school official is a person employed by Pinnacle Career Center in an administrative, supervisory, academic or research, or support staff position, or a person or company with whom the PCCr is affiliated or has contracted (such as an attorney, auditor, or collection agent).

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill a professional responsibility. Upon request, Pinnacle Career Center discloses educational records without consent to officials of another school in which a student seeks or intends to enroll.

Placement Services

Job placement assistance is available at no charge for all students who are awarded the Certificate of Completion. There is no guarantee of employment.

Student Information and Services Advising

Student Advising

Students may experience educational, personal, or financial problems during their enrollment. PCC welcomes the opportunity to assist students in working out solutions to these problems. Students experiencing difficulties in these areas are advised to contact the Director. Students requiring other types of professional assistance beyond that offered by PCC will be referred to the appropriate agencies within the community.

Academic Advising

Students who may be experiencing academic challenges are advised to contact the Director.

Tutoring

Students who need extra assistance because of academic difficulties may arrange tutoring through the Director or the course instructor.

Personal Property

The Institution assumes no responsibility for loss or damage to a student's personal property or vehicle. Students are asked to secure any personal belongings out of sight if left in their vehicles.

Honors and Awards

Graduation Honors:

Valedictorian Highest GPA of the Graduating Class Salutatorian 2nd Highest GPA of the Graduating Class

Summa Cum Laude 3.90- 4.00 GPA

Magna Cum Laude 3.70- 3.80 GPA

Cumme Laude 3.50- 3.60 GPA

Honor Roll 3.00 to 3.49 GPA

Perfect Attendance 100%

Student Complaints/Grievance

Student Complaint/Grievance Procedure

To afford full consideration to student complaints and concerning any aspect of the programs, facilities, or other services offered by or associated with Pinnacle Career Center. This grievance procedure is intended to provide a framework within which complaints may be resolved. This procedure is not, however, a substitute for other informal means of resolving complaints or other problems.

Students are encouraged to communicate their concerns fully and frankly to members of the PCC's faculty and administration. Reasonable measures will be undertaken to preserve the confidentiality of information that is reported during the investigation.

Procedure

All student complaints will be handled in the following manner:

Step One: The student must try to resolve the issue with the center staff member or instructor/ supervisor involved. If the matter is not resolved, the students should schedule a meeting with the Program Director.

Step Two: If the Program Director/supervisor is unable to resolve the issue, the student should arrange to meet with the Administrator.

Step Three: If the matter is not resolved to the students' satisfaction, the student must present a written complaint to the Director (or designee). The Director (or designee) will promptly acknowledge receipt of the complaint and respond to the student in writing. The response will address the specific complaints and indicate what, if any, corrective action has been proposed or accomplished. The Director (or designee) will schedule/attempt to schedule a meeting with the student to discuss the written response within seven (7) school days after the student receives the response. The Director (or designee) will take the necessary steps to ensure that any agreed upon solution or other appropriate action is taken.

Step Four: If the grievance cannot be resolved between PCC and the student directly, the student may contact:

TEXAS
Texas Workforce Commission
Career Schools and Colleges
Room 226T
101 East 15th Street
Austin, TX 78778-0001
www.texasworkforce.org/careerschoolstudents

Office of the Attorney General
Consumer Protection Division
P.O. Box 12548
Austin, TX 78711-2548
<https://www.oag.state.tx.us/consumer/complaintform.pdf>

True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

Dr. Gloria O. Wright DNP APRN-PMHNP-BC

Administrator

Alexandria A. Garza RN, MSN,

Director

Notes

Appendix A HHSC CBT Enrollment Policy

HHSC has created a Computer Based Training (CBT) that nurse aide trainees can use to complete the 60-hour classroom training online. Once a trainee finishes the CBT, they must complete the 40-hour clinical portion of the training with an approved NATCEP to qualify to take the CNA exam, the following are Pinnacle Center Careers enrollment policy for such potential students.

If a student has the HHSC CBT training completed they can sign up for our 40 hours of clinical. We charge \$15.00 / hour x 40 hours = \$600.00. This includes only the clinical instructor, and the clinical facility experience.

The student will also be required to come into the center's laboratory prior to going into a clinical rotation for skills preparation/check off. These sessions will be 5 hours each for 2 days and will be charged at an additional fee of \$150.00. It is mandatory that the student completes these sessions prior to attending a clinical rotation.

The potential student is responsible for all costs of fulfilling all requirements noted in the school catalog as part of the enrollment agreement. These include, but are not limited to :

1. Vaccinations
2. Clear Background check
3. Prometric Testing Fees
4. Uniform for clinical
5. Entrance exam both written and skills checkoff exam
6. Drug testing
7. High School Diploma or Equivalent
8. Orientation Session

The potential student is responsible for following all policies of PCC as mentioned in the student catalog.

Appendix B Refund for Active Military Duty

A student of the school or college who withdraws from the school or college as a result of the student being called to active 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 cancellation of any unpaid tuition, fees, or other charges owed by the students for 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, but not later than the first anniversary of the date of 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 the program determines that the student has:
 1. Satisfactorily completed at least 90 percent of the required course work for the program: and
 2. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper accounts(s) within 60 days after the effective date of termination.

Catalog Acknowledgment

I _____ have attended Orientation for my program and received my copy of the Pinnacle Career Center Catalog. The content of which was thoroughly explained to me and time to ask questions was allowed during the orientation session. I understand that the student code of conduct must be followed at all times. My signature below indicates that I understand the contents of this catalog and a copy of this sheet will be placed into my student file as proof of my acknowledgment

Print Student Name

Student Signature

Date

Faculty Signature (Orientation)

Date