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Danville, VA 24541

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## Changes in Programs, Cost, Schedules etc.

Medical Solutions Academy reserves the right to make changes in regulations, courses, schedules, fees, office locations, and other matters of policy and procedures as and when deemed necessary.

## Approvals, Licensure, and Accreditation

### Medical Solutions Academy:

- Has approval by the Commonwealth of Virginia Board of Nursing for the Nurse Aide and Medication Aide program.
- Has initial approval by the Commonwealth of Virginia Board of Nursing for the Practical Nursing program.
- Certified to operate by the State Council of Higher Education for Virginia (SCHEV).
- Is accredited by the Commission of the Council on Occupational Education.

### Non-Discriminatory

Medical Solutions Academy is committed, as a matter of principle, and in conformance with federal and state laws, to prohibiting discrimination and behaviors, which, if repeated, could constitute discrimination. MSA will not discriminate on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity, gender expression, marital status, age, disability, pregnancy, or status as a disabled veteran. MSA prohibits sexual harassment including sexual violence.

### History of Medical Solutions Academy

Medical Solutions Academy (MSA) was a mere dream to owner and founder Lakesha Reed, RN, MSN. In October of 2010, she looked beyond her horizon and started the procedure to obtain a Nurse Aide program. By April of 2011, Medical Solutions Academy's nurse aide curriculum was approved by the Virginia Board of Nursing and this is when Lakesha's dream was starting to come to fruition. MSA is also approved to offer the Nurse Aide, Medication Aide, Medical Assistant, Medical Office Assistant, Patient Care Technician, and Practical Nursing programs.

### Mission Statement

Our mission is to provide high-quality healthcare training that empowers individuals to deliver compassionate and effective care to patients. We strive to cultivate a learning environment that fosters collaboration, innovation, and continuous improvement. Our goal is to prepare healthcare professionals who are knowledgeable, skilled, and committed to providing the best possible care to their patients.

### Vision Statement

The vision of Medical Solutions Academy is to be the premier choice in the South-Western region of Virginia for allied health professions education.

## General Description of Available Space, Equipment, and Facilities

The school consists of a 3000 sq. ft. facility housing two classrooms, computer lab/library, and two offices. The classrooms consist of the necessary equipment to train individuals to become nurse aides, medication aides, phlebotomists, medical assistants, pharmacy technicians, and medical office assistants. The use of the library is not required to complete any training programs. Journal will be available for student use on site. Individuals attending MSA will be instructed to the free virtual library site [www.libraryspot.com](http://www.libraryspot.com) and [digitalbookindex.com](http://digitalbookindex.com).

## Admissions Policies and Procedures:

### **Academic Qualifications for Admissions:**

To gain admission into MSA, a prospective student must provide proof of graduation in the form of one of the following:

- High school diploma (this can be from a foreign school if it is equivalent to a U.S. high school diploma)
- Recognized equivalent of a high school diploma, such as a general educational development (GED) certificate or other state sanctioned test or diploma-equivalency certificate
- Completed homeschooling at the secondary level as defined by state law
- Completed secondary school education in a homeschool setting which qualifies for an exemption from compulsory attendance requirements under state law, if state law does not require a homeschooled student to receive a credential for their education
- Completed higher education such as a degree AA, AS, BA, BS, MBA, or PhD

#### **Checking the Validity of a High School Diploma:**

- If MSA or the Department of Education has reason to believe that the high school diploma provided is not valid or was obtained from an entity that provides secondary school education MSA will:
  - Confirm the validity of the high school diploma with the high school
  - Confirm with the relevant department or agency in the state in which the secondary school is located that the school is recognized as a provider of secondary school education
- Applicants must be 18 years of age or older
- Applicants must be a high school graduate/ GED (proof necessary), (HS Diploma/GED not necessary for nurse aide or medication aide program)
- Applicants must have a current TB test
- Some programs require current immunization records and clean drug screens
- Applicants must have a clean background check
- Applicants must be a U.S. citizen

## **Entrance Requirements for the Practical Nursing Program:**

In order to be considered a candidate for Medical Solutions Academy's Practical Nursing Program, individuals must have completed the following requirements:

- Complete a pre-admission aptitude test (Kaplan).
- Have a personal interview with the School Director and/or designated staff member to discuss the student's desire and ambition, previous education and work experiences, and suitability of Medical Solutions Academy's Program to satisfy the student's needs.
- Nurse Aide Certificate
- English 111 (college level)
- Supply proof of 1 Semester of Basic Human Anatomy and Physiology (college level)
- High School Chemistry or higher
- Official Transcripts from High School/GED Program
- Completed application and enrollment forms and paid application fee.
- TB/PPD, Hepatitis B vaccine series, initiation/completion or declination, and 2 series of MMR vaccinations.
- Updated Tetanus shot
- 2 step Varicella
- Negative random drug test each semester
- Criminal background check- required by clinical facilities
- Student liability insurance that covers the entire term

## **There will be no exception to any of these acceptance requirements**

Upon completion of the above requirements, the candidate's application will be reviewed, and individuals will be notified as soon as possible in writing; generally, within five school days. Medical Solutions Academy admits applicants without regard to race, religion, color, disability, sex, age, or national origin.

Individuals who have a felony or misdemeanor conviction must request approval from the Commonwealth of Virginia, Board of Nursing, in order to take the National Council Licensure Examination for Practical Nurses (NCLEX-PN). The Board may either grant or deny this request.

## **Credit for Previous Education and Training**

- Medical Solutions Academy does not accept transfer credit, nor allow credit for prior experience at the present time except for prerequisites required for the Practical Nursing program. MSA does, however, accept previous Nurse Aide training as long as the individual is certified for the Patient Care Technician or Medication Aide program.
- The school does not guarantee the transferability of credits to a college, university, or institution. Any Decision on the comparability, appropriateness, and applicability of credit and whether they should be accepted is the decision of the receiving institution.

## Grading System

To successfully complete any program at Medical Solutions Academy the student will have to achieve a minimum cumulative passing grade of 80%.

**The grading scale for theory is as follows:**

**A** = 90-100

**B** = 80-89

**C** = 70-79

**D** = 60-69

**F** = 59 or below

**The grading scale for skills is as follows:**

**S** = Satisfactory

**U** = Unsatisfactory

## Standards for Satisfactory Academic Progress

### Process Overview and Responsibilities

MSA is required by the U.S. Department of Education to establish minimum standards of Satisfactory Academic Progress (SAP) means a student is proceeding in a positive manner toward fulfilling their degree requirements.

Students are expected to meet specific standards of satisfactory academic progress while working towards completion of all programs at MSA. The satisfactory academic progress policy applies to all students enrolled at MSA whether the student receives financial aid or not. Students will be evaluated at the end of each payment period, and they are evaluated for qualitative and quantitative measures.

Failure to maintain satisfactory academic progress could result in the student being put on SAP Warning, SAP probation, and/or becoming ineligible for Title IV funding until they successfully appeal or meet the standard.

### Policy

MSA requires high standards of academic achievement. Students must maintain sufficient academic progress to be eligible to continue their program of study. The Registrar and Chief Academic Officer review all grades and evaluations regarding academic, clinical, and professional competences as well as attendance for the payment period.

All financial aid recipients are required to maintain Satisfactory Academic Progress (SAP) to fulfill a specified educational objective within a specific time frame as defined by MSA.

All students must meet these requirements, regardless of whether they previously received or are currently receiving financial aid.

In accordance with federal regulations, MSA has established the following SAP standards that must be met to receive federal and state financial assistance.

All MSA students must continuously meet the following criteria to maintain SAP for financial aid eligibility:

### **1. Qualitative Measure**

To comply with the Qualitative Measure, students must maintain a minimum cumulative grade point average (GPA) to receive financial aid during their program of study. The minimum GPA required by MSA is 80%.

### **2. Quantitative Measure**

To comply with the Quantitative Measure, students must successfully complete a minimum of 95% of all program hours scheduled in the payment period. Please note repeat and incomplete courses are included in the quantitative measurement.

### **3. Maximum Timeframe Measurement**

To comply with the Maximum Timeframe Measurement, students must complete all program requirements within 150 percent of the published length of their program (number of clock hours needed to complete program requirements expressed in calendar time).

Treatment of Remedial Courses, Transfer Hours, Repeated Courses, Satisfactory/Unsatisfactory Courses, Withdrawals, and Incompletes

MSA does not accept remedial courses or transfer hours from a prior enrollment.

Repeated courses are included in the quantitative measure for SAP. Generally, students are not allowed to repeat failed courses within the program. To reestablish satisfactory academic progress, a student might be required to repeat courses.

Courses receiving a grade of satisfactory or unsatisfactory are included in qualitative measure for SAP.

Incomplete grades are included in the qualitative measure of SAP.

### **Appeals**

A student who is not meeting the SAP standards can appeal in writing. Appeals should be presented to the Program Director and should be submitted within 7 days of the notification that SAP was not met. The appeal must detail any unusual circumstances that contributed to the student lack of success within the program and what has changed that will allow the



student to meet the standards during the next period. A written statement from the student detailing the events and circumstances as well as supporting documentation should be provided for the appeal.

**Unusual circumstances include:**

Serious illness or injury

Death of a relative

Acts of nature or unforeseen events preventing a student from attending/progressing

**Financial Aid Warning**

Student failing to make satisfactory academic progress maybe placed on financial aid warning. The warning is for a payment period and allows the student to continue to receive Title IV funding. Students who fail to meet the standards after being placed on warning lose financial aid eligibility unless they successfully appeal and are placed on probation.

**Probation**

Probation can be granted based on the successful appeal of the student if the student should be able to meet the SAP standards by the end of the subsequent payment period. If more than one payment period is needed for the student to meet SAP standards, then the student can be placed on probation with an academic plan. If the student is given an academic plan, the student progress is still evaluated at the end of the payment period to determine if the student is meeting the requirements of the academic plan.

If the student is not meeting the SAP standard after the probationary period or fails to meet the requirements of the academic plan, the student is dismissed from the program.

**Re-entry/Reestablishing Title IV Eligibility**

Students who are academically dismissed or have failed to maintain SAP standards can regain Title IV eligibility by correcting deficiencies and taking actions that will allow them to meet SAP standards. Each student will be reviewed by the Program Director to determine what actions are needed to meet the standards. A determination will be made if the student can successfully complete the program within the timeframe and meet the SAP requirements. Students who are dismissed should re-enter the program within 90 days to avoid possibly repeating the entire program.

## **Notifications**

All students who are not meeting SAP standards are notified in writing at the end of the payment period once SAP has been reviewed. At that time, the student is provided with information on what is needed to meet the requirements. Students are encouraged to meet with the Program Director for support to ensure that the standards will be met.

## **Procedure**

At the end of each payment period the academic department checks each student to determine if the student is meeting the SAP standards. The financial aid department is provided a list of any students who are not meeting the standards.

Students are notified in writing of their failure to meet the SAP standards. They are provided information regarding the appeal process and actions that need to be taken to meet the standards. Students have 7 days to appeal.

The financial aid department puts future financial aid on hold for any students not making SAP.

Any student placed on financial aid warning is notified and the consequences of not meeting the standards. The student can receive financial aid if it is determined that the student can meet the standards at the end of the payment period.

Students who successfully appeal and are placed on probation can receive Title IV provided that the student is able to make satisfactory academic progress during the subsequent payment period and meet the SAP standards at the end of the payment period.

## **Job Placement**

Although the school does assist with job placement the school does not guarantee job placement to graduates upon completion or upon graduation.

## **Scholarships**

Medical Solutions Academy does not offer any scholarships currently.

## **Academic Probation**

If a student is enrolled in a course and does not meet the satisfactory progress of 80%, then the student is not eligible to receive a certificate of completion. If a student wishes to retake the course, the student will then be placed on academic probation and required to maintain an 80% grade. If the student fails to complete the minimum grade requirements after re-enrolling in the same course or program, the student will not be eligible to participate in that same course or program again.

## Academic Suspension or Termination

- If the student has not brought his/her grades to meet satisfactory progress (80%) or has not made up missed class (eight (8) hours or less) or clinical time then he/she will be withdrawn from the course.
- The student has a right to appeal the decision to the school's director. The appeal should be submitted in writing within one week of the committee's decision.

## Student Conduct and Conditions for Dismissal

Medical Solutions reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, when in the judgment of faculty, a student's conduct disrupts or threatens to disrupt the class, lab, or clinical setting appropriate disciplinary action will be taken to restore order.

Medical Solutions maintains a high standard of **academic integrity code**. Conduct that violates this code may include, but not limited to cheating, falsification, plagiarism, or abuse of academic materials. Any student who violates the academic integrity code is subject to disciplinary action which may include, but not limited to entry of the incident in the student record, reduced grades, and dismissal from the program.

## Clinical

Students are required to make every effort to be at clinical sites on time. If you're dismissed from clinical due poor attendance. You will be responsible for finding your own clinical site and will be dismissed from Medical Solutions Academy.

## Re-entrance

Students dismissed from the program due to misconduct or infraction of the academic integrity code cannot re-enter the training programs at Medical Solutions. The student will be dismissed with status of not eligible for program re-entry.

Students dismissed due to poor attendance will be considered for re-entry into the program 90 days after the student was dismissed from the program. The student must meet with the instructor and/or coordinator to obtain approval for re-entry first. Upon approval, the student can begin the admission process. **Upon re-entry, the student will be required to re-pay all tuition and fees. Tuition and fees paid previously will not be applied to future classes.**

## Attendance

- Students should make every effort to attend all classes, laboratory, and clinical time. Absences should only be for sufficient reasons which includes but not limited to: military duty, illness, hospitalization, jury duty, funerals, medical emergencies, family emergencies.
- **Students will be withdrawn from the course enrolled in if more than eight (8) hours of lecture or any clinical/internship hours are not completed.** Students may make-up up to eight (8)

hours of his/her clinical hours within the next scheduled class at no additional cost, if he/she has to miss clinical time due to illness or unforeseen circumstances.

- Tardiness is defined as showing up more than ten minutes late after the beginning of a class. **Tardiness without legitimate reason on more than three different occasions will be considered as one unexcused absence and the student will be dismissed from the course.**
- Students are expected to notify administrative staff if they are unable to attend class, laboratory, or clinical. All missed time has to be made up in order to complete the program.
- **Note: It is the student's responsibility to contact the instructor to make up any missed time.** Graduation from the program requires all students to complete the minimum hours of instruction per program. If a student is absent one day of a test, a different make-up test will be given within 3 days of the original test.
- Providing documentation for being absent does not remove the absence from the student's record.

## Leave of Absences

Students may request a leave of absence at any point during their studies. In order to receive a leave of absence a student must submit a written notice to the school explaining the reason they are not able to attend school. If a student fails to notify the school director of their leave of absence the student will be held to the standards discussed in the Attendance section. This includes probation and possible dismissal for lack of attendance. Students wishing to return to classes after a leave of absence must contact the school's director. The school director and student will both determine when and if the student will return to class.

## Graduation Requirements

Students must have a cumulative grade of an 80 to successfully pass the courses.

## Student Records & Transcripts

- School records will be kept on file for a period of five (5) years. Student transcripts are kept on file permanently.
- Written consent from students must be given before any student coursework, testing, records, and/or transcript are released.
- Students must make a written request for transcripts. Request forms are located in the main office.
- The first transcript is given without charge, and students pay a nominal fee for each transcript thereafter. Contact the main office for current charges.
- The student may pick up the transcript in person or direct the school to mail it to a specific institution or individual.

## School Calendar

- The school operates on a non-traditional term. We do not utilize the conventional academic calendar of quarters or semesters.
- The weather will play a major role in the actual class schedule. Classes canceled due to weather are made up at the end of the program. Should inclement weather conditions arise or be anticipated that would make class attendance unsafe, please refer to Medical Solutions Academy Facebook page or online portal.
- The following holidays are observed and no classes are held:
  - New Year's Day
  - Martin Luther King Jr. Day
  - Easter Monday
  - Memorial Day
  - Juneteenth
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day
- The school reserves the right to amend the calendar.
- The hours per week vary depending if the class is academic, lab, or clinical. Please refer to the program's detailed schedule.

## School Hours

**Monday- Thursday 8:30 am- 5:30pm (Lunch: 12pm-1pm)**

**Friday 10:00 am- 2:00pm**

## 2024-2025

## Class Schedule

### Nurse Aide

**(Day) 9am - 3:30pm**

**(Evening) 5:30pm-9:30pm**

Jan. 13th - Feb. 13th, 2025

Feb. 17th - March 20th, 2025

March 24th - May 9th, 2025 (**evening**)

**(Spring Break closed April 14th – April 18th)**

**Nurse Aide Scheduled Cont.**

May 12th - June 13th, 2025  
Jul 14th - Aug 15th, 2025  
Aug 18th - Sept 19th, 2025  
Sept 22nd - Oct 30th, 2025 (**evening**)  
Nov 3rd -Dec 5th, 2025  
**Clinical TBA** 7:00 am-3:30 pm

**Medication Aide**

**TBA**

**Monday – Friday**

**DAY CLASSES 9A-3:30P**

Jan. 6th - Jan. 17th, 2025  
June 16th - July 2nd, 2025  
Dec 8th - Dec 19th, 2025

**EVENING CLASSES 5:30P-9:30P**

April 28th - May 14th, 2025

**Patient Care Technician**

**TBD**

**Medical Assistant - 8 Month course**

**DAY CLASSES 9A-3:30P**

Sept. 16th, 2024 - May 14th, 2025  
Nov. 25th, 2024 -July 23rd, 2025  
Feb. 10th, 2025 - Sept. 17th, 2025  
April 21st, 2025 - Nov. 25, 2025  
July 9th, 2025 - Feb. 25, 2026

**EVENING CLASSES 5:30P-9:30P (9 months)**

January 21st - Oct. 30th, 2025  
May 6th - Feb. 12, 2026  
Clinical TBA

**Medical Office Assistant**

**TBD**

**Practical Nursing**

***\*The class schedule includes mornings and evenings\****

Feb. 3rd, 2025- March 15th, 2026  
Tuesday 9-3:30pm  
Thursday 5:30-8:30 pm

Clinicals TBA (Friday/Saturdays 7am-5:30 pm)

## Call Academy for future dates

### Criminal Background Check

A criminal background check is required for all programs. Prior to starting clinical at a contracted healthcare facility, the student must undergo a criminal background investigation. Clinical affiliates may deny a student access to their facilities based on the findings of the criminal record check or drug screen, and the student may be dismissed from the program for failure to progress.

### Gifts

As a student you may be offered gifts or favors from people in your care during the course of your clinical experience, however this is considered inappropriate. Students are prohibited from accepting items of value (whether money or other gifts). Students will be subject to disciplinary action for accepting any gifts from clients. Cards, thank-you notes, or candy of minimal value are approved examples of gratuity. If you are unsure whether or not it is appropriate to accept any token of appreciation, you should consult with the clinical instructor.

### Insurance

The student is personally responsible for any expenses incurred from accidents or injuries, either in clinical area or at Medical Solutions Academy. While at the clinical facility the student must follow the facility's policies for injury or accident. Personal liability insurance must be purchased by the student prior to starting clinical. (For required courses)

### Social Media Policy

Medical Solutions Academy follows the social media policy of Medical Solutions Academy on Facebook and Instagram. All Nursing and Allied Health Facebook pages are maintained by faculty and monitored as such for content relevant to the nursing field. Students are not allowed to post content unrelated to the nursing field. Students are not allowed to post any information related to specific clinical experiences on closed-group pages, the student's personal pages, or other social media sites including but not limited to Twitter and Instagram.

## Children in Class

Children are not permitted in the classroom, lab, or clinical area. Students who bring children to class will not be allowed to remain in class.

## Dress Code

The dress code at MSA is a royal blue scrub that is required to be worn at all times. One uniform is included in the tuition. Students who do not follow the dress code will be dismissed from class until he/she is able to follow the dress code guidelines. Bedroom shoes are not allowed to be worn. No exceptions.

## Classroom

- Students are required to govern themselves accordingly in class.
- **No cell phones will be tolerated.** If you have an emergency. Students need to step out of class. So other students would not be disturbed.

## Breaks

- Students are allowed 30 mins or an hour break depending on your instructor.
- Please clean up after yourself.
- \*Students must come back on time from break. Students who come back late from any break will be marked tardy.

## Student Grievance Procedure

Medical Solutions Academy believes that each student or individual who comes in contact with Medical Solutions Academy needs to have access to a forum to express dissatisfaction with the quality of education being provided by the program. Medical Solutions Academy affirms that each and every grievance will be handled accordingly and in a professional manner. Students will not be subjected to adverse actions by any school officials as a result of initiating a complaint.

Order of correction is as follows:

- 1) Faculty (Instructor)
- 2) Director of Medical Solutions Academy

When a satisfactory resolution of the problem is not obtained within the facility, the student may contact:



Council on Occupational Education  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
(770)396-3790  
www.council.org

## Counseling/Academic Advisement

Students are encouraged to seek academic counseling in the event that there is difficulty in successfully completing a course. Appointments can be made on an individual basis. Academic advisement is also available to help assist students in planning for the occupational program they wish to pursue. Individuals are encouraged to set up an appointment with the Office Manager/Assistant or Program Director(s). We are willing to provide reasonable accommodations to students who are identified to have special needs.

## Enrollment Dates

An applicant may enroll at any time before the start of a new class. The school has an open enrollment policy.

## Refund Policy

Refunds are calculated for students who withdraw or are terminated from Medical Solutions Academy prior to the completion of their program and are based on tuition and fees according to the schedule set forth below.

Students who cancel within 3 business days of enrollment will get a full refund of all monies paid, including registration fees.

Refunds will be released to the student or third-party payer and will be calculated by the following formula:

- During the first 10% of the period of financial obligation, the institution on shall refund at least 90% of the tuition;
- After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution on shall refund at least 50% of the tuition;
- After the first 25% of the period of financial obligation and un l the end of the first 50% of the period of obligation, the institution on shall refund at least 25% of the tuition; and,
- After the first 50% of the period of financial obligation, the institution may retain all the tuition.

## Return to Title IV Refund Policy

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive (FSA Handbook Vol 5 Chap 2). Whenever this occurs Medical Solutions Academy (MSA) performs a return to Title IV (R2T4) calculation.

The R2T4 calculation considers the following items:

- The type of program the student was enrolled in, Clock hour, Term or Non-Term and will use different parameters to calculate the aid earned based on these types.
- The amount of aid the student was eligible for and received
- The amount of tuition and eligible fees charged to the student

## Policies

An R2T4 is completed by the FA department when a student withdraws either as an official withdrawal or an unofficial withdrawal, or the school dismisses the student. An official withdrawal happens when a student notifies the school either verbally or in writing of their decision to withdraw. An unofficial withdrawal occurs when a student stops attending for 14 consecutive days.

The student earns Title IV aid equal to the amount of attendance in a payment period (PP) or period of enrollment. The percentage of aid earned is equal to the percentage of the scheduled hours up to the last date of attendance in the period up to 60%. If the percentage of the period completed is greater than 60% then the student earns 100% of the Title IV aid in the payment period.

The institutional refund policy has no impact on the R2T4 calculation. The school has developed an institutional refund policy to meet all state and accreditation requirements.

Here are the steps to complete the R2T4:

- Determine the amount of aid the student received or could have received
- Calculate the percentage of PP completed based on the scheduled hours through the student's last date of attendance (LDA)
- Use percentage completed to calculate percentage earned and unearned
- Use percentage unearned and institutional charges to calculate refund amount
- Make refunds in the order outlined in regulations
- Return any remaining balance to student
- Determine if there are post-withdrawal funds

## Post-Withdrawal Funds

Students and parents are notified of post-withdrawal funds once the R2T4 calculation has been completed. The notification is sent in the form of a letter outlining the type of funds and the amounts, it also notifies the student of their right to decline all or a portion of the funds. The student or parent must respond in writing if they choose to receive post-withdrawal loan funds.

Post-Withdrawal grant funds will be disbursed once the calculation is finalized.

A post-withdrawal letter is generated for all students with a Direct Loan post-withdrawal amount. The letters are mailed out to the student or parent, and it includes a section to be returned to the school with their decision to either accept all or a portion or decline the funds.

A copy of the letter is stored in the student's file.

If the student responds, then the school will process the funds as outlined on their response and any disbursement will be processed within 180 days of the student's withdrawal date. If the student never responds, then the funds are not processed.

Post-withdrawal grant funds are automatically processed and posted to the student's account.

Any credit balances are returned to the student within 14 days.

## Returning Unearned Funds

### Policies

The R2T4 calculation clearly states if the refund should be from the school or student. The school will make all refunds in the order outlined in the regulations.

- Unsubsidized Loan
- Subsidized Loan
- Graduate PLUS Loan
- Parent PLUS Loan
- PELL Grant
- FSEOG
- TEACH Grant

All refunds will be made as soon as possible but no later than 45 days after the date of determination as required by regulations.

The student is responsible for all unearned Title IV aid that the school is not required to return. To determine the student portion, subtract the amount returned by the school from the total amount of unearned Title IV funds to be returned. This is the initial amount due from the student found on the R2T4 calculation. The student does not immediately have to return loan funds and the regulations limit the amount of grant funds that a student might have to return.

To determine the amount of grant funds that a student needs to return take the initial amount of unearned Title IV grand aid due from the student and subtract the loans to be repaid by the student. The amount of grant overpayment due from a student is limited to the amount by which the original grant overpayment exceeds half of the total Title IV grand funds disbursed and could have been disbursed to the student.

The student is obligated to return any Title IV overpayment in the same order as the school (listed above). A student does not have to repay a grant overpayment of \$50.00 or less per grant program for a grant overpayment resulting from a withdrawal.

Grant overpayments can resolved by:

- The student making a full and immediate repayment of the funds to the institution
- The student makes satisfactory payment arrangements with the school or Department of Education
- Overpayment collection procedures negotiated with the Default Resolution Group
- Students who owe overpayments due to withdrawing retain their eligibility for Title IV funds for a maximum of 45 days from the earlier of:
  - The dated the school sends the student a notice of overpayment
  - The date the school was required to notify the student of the overpayment

## Overpayment Notification

Within 30 days of determining that a student withdrew, the MSA must notify the student of their overpayment obligation and provide the option for the student to immediately repay the funds or to make satisfactory payment arrangements. The notification informs the student:

- that the student owes an overpayment
- that the student will lose eligibility for additional Title IV aid if the student fails to act with 45 days from the notification or the date the school was required to send the notification
- that the student has 3 options to extend Title IV eligibility beyond 45 days:
  - the student can repay the amount in full
  - the student can sign a repayment agreement with the school (has to be less than 2 years in length)
  - the student can sign a repayment agreement with the Department of Education (used when the award year is a prior award year that is already closed)

If the student does not respond during the 45-day period, the school will on the 46th business day, refer the student for collection to the Default Resolution Group and report the

overpayment on NSLDS. Overpayments are tracked on a calendar by the financial aid officer to ensure timely reporting after the 45-day period has expired.

If the student enters a payment arrangement and then fails to comply with the agreement, then the student immediately becomes ineligible for additional Title IV aid and must immediately be referred to the Default Resolution Group and reported on NSLDS as having an overpayment.

## **Overpayment Referrals**

Once a student is reported as having an overpayment and has referred the overpayment to the Default Resolution Group, the school should provide the contact information to the student.

### **To contact the Default Resolution Group:**

U. S. Department of Education

Default Resolution Group

PO Box 5609

Greenville, TX 75403

800-621-3115

## **Credit Balances for Withdrawn Students**

If a student has a credit balance and withdraws, the 14-day payment requirement is placed on hold to allow MSA to complete the R2T4 calculation. The R2T4 is required first to determine whether adjustments to the credit balance will need to be made. Once the R2T4 has been calculated, the 14-day deadline begins if the student has a credit balance.

### **Steps when a student withdraws with a credit balance:**

Hold credit balance even if student signed an authorization

Complete R2T4 calculation including as disbursed aid an existing Title IV credit balance for the period

Apply an applicable refund policies for state, accrediting or institutional to determine if the credit balances increases or is created

## If a credit balance does exist after the R2T4 is completed:

- Allocate any credit balance to first repay any grant overpayment owed by the student because of the withdraw. The refund for the grant overpayment must be made within 14-days.
- Refund to the student the remaining credit balance

## Procedures

The financial aid department is notified weekly of any students who have been withdrawn. The financial aid officer reviews the student file including transcript, attendance, and ledger card for accuracy. The financial aid officer completes the R2T4 using the worksheets provided by DOE from the FSA handbook.

Based on the outcome of the R2T4 calculation, the financial aid officer will follow the policies provided above.

Students are notified in writing of any post withdrawal disbursements or overpayments.

Refund calculations are uploaded and reviewed by the third-party servicer for accuracy. Any needed refunds are scheduled and added to a batch for school approval. Once the batch is approved by the school, the batch is submitted to COD. A G5 notification is provided to the institution for the refund

## Schedule of Fees

### Nurse Aide

Enrollment Fee:

\$100.00 (non-refundable)

Total Cost: **\$925**

***\*Includes non-refundable enrollment fee***

Tuition, textbook rental, class uniform and badge are all included in the above total cost of services rendered.

Medical Solutions offers a payment plan to assist applicants financially. The total cost of services rendered is divided into three (3) increments. The first payment of **\$308.33** is due prior to starting the first day of class. The second payment of **\$308.33 is due two (2) weeks** after the start of the class the applicant has chosen to attend.

\*State exams and certification and textbook are not included in the above stated fees.

\*The VA State Exam is \$140.00; On-site

\*Textbook is \$40.00

### Medication Aide Program

Enrollment Fee:

\$100.00 (non-refundable)

Total Cost: **\$500.00**

**\*Includes non-refundable enrollment fee**

Tuition, class uniform, textbook, and badge are all included in the above total cost of services rendered.

Medical Solutions offers a payment plan to assist applicants financially. The total cost of services rendered is divided into two (2) increments. The first payment of **\$250.00** is due prior to starting the first day of class. The second payment of **\$250.00 is due two (2) weeks** after the start of the class the applicant has chosen to attend.

\*State exams and certification and textbook are not included in the above stated fees.

\*VA State Exam is \$120.00; Off-site

\*Textbook is \$25.00, CPR \$60.00

### Patient Care Technician

Enrollment Fee:

\$100.00 (non-refundable)

Total Cost: **\$4,000.00**

**\*Includes non-refundable enrollment fee**

Tuition, textbook rental, textbook (PCT only), class uniform, badge, and liability insurance are all included in the above total cost of services rendered

Medical Solutions offers a payment plan to assist applicants financially. **\$1,500.00** is the required down deposit. The remainder is divided into (5) installments of **\$500.00**.

\*Exams and certification are not included in the above stated fees.

\* National Exam Fee: \$160.00

\* Phlebotomy Textbooks: \$120.00 (available for rent-included in tuition)

- \* Drug Screen: \$40
- \* CPR \$60.00
- \* Tb Test up to \$25.00 (depends on where administered)
- \*Background Check: \$35.00

### Medical Assistant

Enrollment Fee:

\$100.00 (non-refundable)

Total Cost: **\$7,900.00**

***\*Includes non-refundable enrollment fee***

Tuition, (2)class uniform, badge, and liability insurance are all included in the above total cost of services rendered.

Medical Solutions offers a payment plan to assist applicants financially.

**1st Option: \$1500.00** is the required down deposit. The remainder fee is divided into **(8)** equal payments of **\$750.00** for 6 months

**2nd Option \$1000.00** is the required down deposit. The remainder fee is divided into **(8)** equal payments of **\$812.50** for 9 months

\*State exams and certification are not included in the above stated fees.

\*Textbooks are \$400.00

\*National Exam Fee: \$ 135.00

\*CPR \$60.00

\*Drug Screen: \$40.00

\*Background Check: \$35.00



## Practical Nursing Program

Enrollment Fee:

\$ 100.00 (non-refundable)

Total Cost: **\$16,000.00**

**\*Does not include** non-refundable enrollment fee

\*Down payment: \$4,800.00 (Payable in 5 payments of \$960.00)

Medical Solutions offers a payment plan to assist applicants financially. **\$4800.00** is the required down deposit. Monthly installments of **\$684.00 for 17 installments. Payments will be due by the 15th of each month via automatic withdrawal.**

**Note: The Monthly installment of \$600.00 is for tuition only. Students will have to pay for other services and supplies as needed. The service supplies below are not included in the tuition fee.**

**Practical Nursing Fees Cont:**

Kaplan Review	\$450.00
Textbooks	\$750.00
Uniforms	\$250.00
Student care package	\$250.00
Liability Insurance	\$40.00
Remar Review	\$197 - \$325.00 - If Need
Elsevier Adaptive Quiz	\$67.00
State Board	\$300 - \$400.00
Nursing Pin	Up to \$100.00

**Cancellation Refund Policy**

Three-Business-Day Cancellation:

If for any reason a student is unable to attend a course, all monies paid will be refunded when notified within three business days after signing an enrollment contract and making his/her initial down payment.

Refunds for Classes Canceled By The Institution:

- a) If tuition and fees are collected in advance of the start date of a program and the institution cancels the class, the institution refunds 100% of the tuition and fees collected.
- b) The institution makes these refunds within 45 days of the planned start date.

Refunds for Students Who Withdraw on or Before the First Day of Class:

- a) If tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the first day of classes, the institution retains no more than \$100 of the tuition and fees.

- b) Appropriate refunds for a student who does not begin classes are made within 45 days of the class start date.

Refunds for Students Enrolled Prior to Visiting the Institution:

- a) Students who have not visited the school facility prior to enrollment have the opportunity to withdraw without penalty within 3 days following either attendance at a regularly-scheduled orientation or following a tour of the facilities and inspection of the equipment.

Refunds for Withdrawal After Class Commences:

- A. A student choosing to withdraw from the school after the commencement of classes is to provide a written notice to the Director of the school. The notice must include the expected last date of attendance and be signed and dated by the student.
- B. If special circumstances arise, a student may request, in writing, a leave of absence, which should include the date the student anticipates the leave beginning and ending. The withdrawal date will be the date the student is scheduled to return to from the leave of absence but fails to do so.
- C. All refunds must be submitted within 45 days of the determination of the withdrawal date.
- D. Due to the fact that MSA has non-traditional terms, each program has different withdrawal dates

**Refund Policy for Programs Obligorating Students for Periods of 12 Months or Less**

Proportion of Total Program Taught by the Withdrawal Date	Tuition Refund
Less than 10%	90% of tuition
10% up to 25%	50% of tuition
25% up to 50%	25% of tuition
After 50%	No Refund

**Refund Policy for Programs Obligorating Students for Periods Beyond Twelve Months**

- (i) For programs longer than 12 months that financially obligate the student for any period of time beyond 12 months release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months.
- (ii) The calculation of the refund for the unused portion of the first 12 months is based on the chart above.
- (iii) If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal is based on the chart above.

## REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Virginia 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 10% pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- B. A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- C. The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - 1) Satisfactorily completed at least 90 percent of the required coursework for the program; and
  - 2) Demonstrated sufficient mastery of the program material to receive credit for completing the program.

Timely Refunds Payments: Refunds shall be paid within 40 days after the effective date of termination.

## Program/Course Requirements:

### Program description

- **The Nurse Aide** program fulfills the Virginia Board of Nursing requirements for program content and length. It is a total of 140 hours, which includes 40 hours of clinical. It prepares students to become Nurse Aide working under the supervision of a licensed nurse in caring for residents of a long-term health care facility or to work under limited supervision in the home.

- **The Medication Aide** program fulfills the Virginia Board of Nursing requirements for program content and length. It is a total of 68 hours, which includes 20 hours of clinical. It prepares students to safely administer medications that individuals would be able to self-administer in the home setting. Students are also taught the proper technique of injecting insulin.
- **The Medical Assistant** program is a 720- hrs. program which includes 120 hrs. of internship. The Clinical Medical Assistant is an unlicensed multi-skilled healthcare practitioner who is competent in both clinical and laboratory procedures, as well as many administrative roles.
- **The Medical Office Assistant** also referred to as a Medical Office Secretary or Medical Office Assistant is a 160- hr program which includes 60 hrs. of internship. The CMAA will perform routine administrative and clinical tasks to help keep the physicians' offices and clinics running efficiently. Tasks may include interviewing job applicants, answering calls, and updating and maintaining patient charts
- **The Patient Care Technician PCT** program is a 324-hr program which includes 40 hrs. of internship. The Patient Care Technician tends to the ill and injured individuals under the supervision of doctors, nurses and medical professionals.
- **The Practical Nurse** is a 961-hour program. This 13-month PN program prepares individuals to assist in providing general nursing care under the direction of a registered nurse, physician or dentist. Includes instruction in taking patient vital signs, applying sterile dressings, patient health education, and assistance with examinations and treatment

## Program Objectives

- The objective of the **Nurse Aide** program is to prepare students in caring for residents in a long-term health care facility under the supervision of a licensed nurse; students will also be capable of working under limited supervision in the home setting. The Nurse Aide will use basic skills in observation, communication, reporting, and assisting in maintaining a safe, clean environment for the residents. Upon successful completion of the course individuals will be able to sit for the state board exam to become a Certified Nursing Assistant.
- The objective of the **Medication Aide** program is to prepare students caring for residents in an assisted-living facility or a group home setting to safely administer medications orally. Students will also be prepared to administer medications nasally as well as insulin injections. Upon successful completion of the course individuals will be able to sit for the state board exam to become a Registered Medication Aide.
- The objective of the **Patient Care Technician** program is to prepare students to assist patients, physicians and other healthcare staff in providing direct patient care within a variety of settings. These may include hospitals, assisted living facilities, rehabilitation facilities and nursing homes. Upon successful completion of the course students will be eligible to sit for the certification exam.

- The objective of the **Medical Assistant** program is to prepare students to be competent in both clinical and laboratory procedures in the healthcare setting. Upon successful completion students will be eligible to sit for the national certification exam.
- The objective of the **Medical Office Assistant** program is to successfully prepare students to run a physician's office efficiently. Upon successful completion of the course students will be eligible to sit for the national certification exam.
- The objective of the **Practical Nursing** program is to prepare students to work in the healthcare field and outside of a traditional healthcare setting. It prepares individuals to assist in providing general nursing care under the direction of a registered nurse, physician or dentist. Includes instruction in taking patient vital signs, applying sterile dressings, patient health education, and assistance with examinations and treatment. Upon successful completion of the program students will be able to sit for the NCLEX-PN state examination.

## Course Descriptions

- **Nurse Aide (100 hours classroom + 40 hours clinical = 140 hours):** The Nurse Aide training program is a 120-hour (4 weeks) certificate program approved by the Virginia Board of Nursing. The Nurse Aide will learn how to help patients perform basic day-to-day tasks for patients. Classroom instruction topics include an introduction to healthcare, basic nurse aide skills (taking vital signs, bathing, dressing, feeding, toileting, mobility assistance, and emotional support). Also, the student will learn about documenting and reporting, body structure and function, infection control, safety, etc. This field of work can be a stepping-stone for advanced nursing or other healthcare occupations. This program provides you with the knowledge needed to work competently as a Nurse Aide in general, plus the added knowledge of geriatrics specifically.

The day program consists of 100 hours in the classroom and online and 40 hours of hands-on experience in a clinical setting. The program is five days per week, Monday-Friday. The evening program is five days per week, Monday-Friday for six (6) weeks.

- **Medication Aide (48 hours classroom + 20 hours clinical = 68 hours):** The objective of the medication aide program is to prepare students caring for residents in an assisted-living facility or a group home setting to safely administer medications orally. Students will also be prepared to administer medications nasally as well as insulin injections. To be accepted into the Medication Aide program, participants are required to show proof of completion of the Virginia Board of Nursing 120 Hour Nurse Aide Training or the Department of Social Services 40 Hour Direct Care Training.

This 68-hour Medication Administration training program provides unlicensed assistive personnel with the basic knowledge and skills to perform medication administration safely and effectively in assisted living facilities, facilities licensed by the Department of Mental Health, Mental Retardation and Substance Abuse Services, Department of Social Services, Department of Education, and Juvenile Justice.

The day program consists of ten days in the classroom and five days in a clinical setting. The program is four days per week, Monday-Thursday

- **Patient Care Technician (288 hours classroom + 100 hours clinical = 328 hours):** The Patient Care Technician program is a 4-month program that combines Phlebotomy, EKG and Nurse Aide. This program will prepare the student to collect blood specimens from patients. Students will become familiar with all aspects related to blood collection and develop comprehensive skills to perform venipunctures competently and safely. Help patients perform basic day-to-day tasks for patients. Classroom instruction topics include an introduction to healthcare, basic nurse aide skills (taking vital signs, bathing, dressing, feeding, toileting, mobility assistance, and emotional support). Also, the student will learn about documenting and reporting, body structure and function, infection control, safety and perform electrocardiography.
- **Medical Assistant (560 hours classroom + 120 hours clinical = 720 hours):** This course teaches students how to be skilled in the clinical and laboratory procedures in the healthcare setting. This 720-hour program prepares students to collect blood specimens from patients for the purpose of laboratory analysis. Students will become familiar with all aspects related to blood collection and develop comprehensive skills to perform venipunctures competently and safely. Lectures include basic anatomy and physiology with emphasis on the circulatory system, introduction to collection, risk factors and complications, quality assurance in specimen collection as well as professional behavior and responsibilities in patient care settings. Reference laboratories, hospitals, blood banks, dialysis centers, insurance companies, clinics and physician offices depend on the phlebotomist to collect, process, and transport quality samples from the patient to produce accurate laboratory results. This program also prepares students to perform routine administrative and clinical tasks to help the physicians' offices and clinics run efficiently. Tasks may include interviewing job applicants, answering calls, and updating and maintaining patient charts.
- **Practical Nurse (560 hours of classroom + 401 hours of clinical = 961 hours):** The Practical Nursing Program is a 961-hour program that prepares the student to operate under the direction of a Registered Nurse. Tasks include medication administration, documentation, dressing changes, measuring vital signs, collecting fluid samples, administering intravenous medications, dressing wounds, maintaining patient records, observing patients' reactions to medications, assisting patients with personal hygiene, and teaching families to care for sick or injured relatives.

**This program consists of 560 classroom hours and 418 hours of clinical training which occurs on the weekend. The dates vary depending on the courses that the student enrolled in.**

## School Administrators and Faculty

Lakesha Reed-Curtis, MSN, RN	CEO of Medical Solutions Academy
Denise Garland	Student Service Coordinator
Phyllis Alexander	Allied Health Program Director
Regina Drake-Parguey RN,BSN	Practical Nursing Program Director
Tawanda Glenn BSN, RN	Adjunct Faculty
Jeteia James FNP, RN	Adjunct Faculty
Crystal Gunner, LPN	Adjunct Faculty
Regina Drake-Parguey RN,BSN	Adjunct Faculty
Martha Redd BSN, RN	Adjunct Faculty
Karen Shelton, RMA	Adjunct Faculty
Martha Redd BSN, RN	Adjunct Faculty
Latoria Thomas BSN, RN	Adjunct Faculty
Jennifer Witt, CBT	Adjunct Faculty