CNA COURSE FAQ

STUDENTS, FACILITIES, & OTHER PAYER SOURCES
*PLEASE READ THIS DOCUMENT **BEFORE** ENROLLING INTO THE CNA COURSE*

*IT IS HIGHLY RECOMMENDED EVERY STUDENT REFER TO THE CNA WEBPAGE
AND READ ALL OF THE MATERIAL BELOW PRIOR TO THE COURSE BEGINNING*

LOOK UP SPECIFIC TOPICS: CLICK LINKS BELOW

CLINICALS/LAB
COST OF COURSE
ENROLLMENT (Student enrolling themselves or facilities paying with a credit card)
ENROLLMENTS (Facilities who will need an invoice to pay by mail)
LOGIN INFO
ONLINE CLASSROOM
PAYMENT
PRE-REQUISITES
READING EXAM
STATE EXAM
TEXTBOOK

WE CARE ONLINE is approved by:
- Kansas Dept. of Aging and Disability Services (KDADS)
- Kansas Board of Regents. (KBOR)
- **WE CARE ONLINE (WCO)** is a secondary education entity.

ENROLLMENT ONLINE IS LIVE TIME
- If a course shows seats available, a student may be enrolled.
- If the start date is prior to the current date, enrollments will be accepted.
- A course showing WAITLIST, student will be notified when a seat becomes available.
- Directions for enrolling is posted below.

ENROLLMENT PROCESS
- All enrollments are done through the online website.
- If you are unsure how to enroll, **WCO** would be happy to answer any questions.

HOW TO ENROLL **(Students** enrolling themselves or **Facilities** paying with a credit card)
- Go to our main webpage WeCareOnlineClasses.com
- 1)CLICK Browse *Courses*, 2)CLICK *Kansas*, 3)CLICK *Certified Nurse Aide*.
- All the information needed to prepare for class is on this page.
- To enroll CLICK button Register for 2023 Classes.
- Scroll down to view all courses where clinicals are located. *There may be more than 1 page of classes.*
- CLICK **View More Details** to learn more about that clinical location and view clinical schedule.
- If this is a course that works for the student, CLICK *Add to Cart*   *(…continue below)*

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- View Shopping Cart on right hand side.
- Enrolling more than one student as a facility or paying entity, enter the # of students on the right.
- Click Continue once the correct # of students entered.
- ENTER the email of the person enrolling the student. Do NOT enter the students email unless the student is enrolling themselves.
- Complete the online form accordingly.
- If a student is under the age of 18:
  - As a parent, answer the form accordingly.
  - As a facility registering an underage student, facilities are considered the "Guardian." Recently, laws providing protection for underage children and the internet have taken effect. The FTC enforces the law through the COPPA Rule. In general, COPPA requires operators of commercial websites and online services that are directed to minors to provide notice and obtain verifiable consent before they collect personal information from underaged children. Please fill out the following information accordingly.
- All facilities will receive an invoice whether they pay online with a credit card or ask to be invoiced.

It is strongly recommended student refer to the MAIN CNA page and click on ALL links and read ALL information before class. This will help prepare for the course before, during and after.

FACILIITIES: **(Facilities enrolling students who need to set up payments by mail)**
- If you are paying with a credit card, do NOT complete this step, use the directions above.
- If paying with a check, go to our main webpage WeCareOnlineClasses.com
- 1)CLICK Browse *Courses*, 2)CLICK *Kansas*, 3)CLICK *Certified Nurse Aide*.
- To enroll your employee CLICK button Register for 2023 Classes.
- On this page is link to fill out a form for your employees. Click here for FORM

COST OF CNA COURSE

Tuition	$690
Non-Refundable Registration Fee	$29
TOTAL	**$719**

Tuition covers classroom, clinicals, and state application fees.
- Textbook is **NOT** included in the course cost.
- Scrubs are **NOT** included.
- State Exam is **NOT** included in the course cost. Cost is approximately $50.

STUDENTS-WAYS TO PAY FOR THE CLASS
1. **Debit/Credit Card**
   - Don't have a debit/credit card, purchase a cash debit card at a store/grocery store.
2. **Check**
   - If students mail a check, this could delay enrollment by at least 1 week. We can accommodate this but the seat will NOT be held until received.
   - Please email kaylan@wecareonlineclasses.com when a check is being mailed; she will email the student once it arrives and is processed.
3. **Payments can be made**
   - A minimum $29 non-refundable registration will be needed to enroll.

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- **WCO** To make payments after enrolling, go back to the main webpage, click <u>Login</u> and then <u>Billing Account</u>. There payments can be made of any amount.
- Full payment is needed Friday before class begins or if the class is full, whichever comes first.
- Students seat in class cannot be held if full and the account is not paid in full.
- will try to work with students, but please understand if there are students wanting in the class and can make full payment, we cannot hold seats not paid in full.
- Please contact kaylan@wecareonlineclasses.com or call 888-932-2501, Ext. 114 in regards to questions on payments and seats in the course.

FACILITIES OR PAYER SOURCES -WAYS TO PAY FOR THE CLASS
- **Debit/Credit Card (Register your students online)**
- **Invoice-Check (Follow steps below)**
  - If you are paying with a credit card, do NOT complete this step, use the directions above.
  - Go to our main webpage WeCareOnlineClasses.com
  - 1)CLICK Browse *Courses*, 2)CLICK *Kansas*, 3)CLICK *Certified Nurse Aide*.
  - All the information needed to prepare for class is on this page.
  - To enroll CLICK button Register for 2023 Classes.
  - On this page is link to fill out a form for your employees. Click here for FORM
  - Checks can be mailed to the address on the invoice.
  - Invoices will be automatically sent to the facility email address provided at enrollment.
  - Full payment must be received by our business office prior to the end of class.
  - Students who are enrolled can start the course with a tuition balance, however balance must be paid in full prior to the course end date.
  - Invoices will NOT be sent Postal Mail. All invoices will be emailed to the facility contact provided.
  - Question on payments: Kayla N kaylan@wecareonlineclasses.com or 888-932-2501, Ext. 114.

CLINICAL EMAIL NOTIFICATION
- If there is not a clinical in the student's area or the schedule does not work for the student.
- This notification is a FREE service.
- The student will be contacted via email when there are clinicals in their area or surrounding area.
- CLINICAL EMAIL NOTIFICATION

CLINICAL SITES, DATES, & TIMES
- CLICK button REGISTER FOR 2023 CLASSES
- To enroll, check out the How to Enroll in this document.

CLINICAL SCHEDULE STATES "CLINICALS COMING SOON".
- Keep checking back. It will be posted as soon as it becomes available.

CLINICAL DATES THAT DO NOT WORK FOR A STUDENT:
- Students are encouraged to enroll in another class or upcoming course if ALL clinical dates/times .
- **Rarely to never** are there clinical make up days for 1 individual student.
- Most make-up days are as a group and not for an individual student.
- Clinical schedules are **NOT** flexible.
- Questions about clinical date/time, please contact the clinical instructor listed on the schedule.
- Students cannot be tardy to clinicals.
- Sign up for the Clinical Email Notification and we will notify students when there is course in their area.
- Students MUST attend every clinical date and time listed in order to pass the course! (continue…)

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CLINICAL LOCATIONS:
- Clinicals are held at a long-term care facility, assisted living, or home plus that have agreed to host the clinical portion of the class.
- Clinical schedules will be posted online at wecareonlineclasses.com as soon as it is becomes available from the clinical instructor at that clinical site.

If there not a clinical site location near the student and a facility would like to host clinicals, please have them email Melanie directly at melanie@wecareonlineclasses.com

PRE-REQUISITES:
- No Pre-Requisites required.
- Lifting 50+lbs is required for clinicals.
- If there are on medical or lifting limitations, it is recommended not to take this course with lab/clinical.

AGE LIMIT:
- There is not an age limit for the course.
- Students as young as 14yrs of age have taken the course.
- Students under 16 may be limited on being hired due to state restrictions on child labor laws.

READING EXAMS:
- A reading exam is NOT required for a CNA class and does not need submitted.

TEXTBOOK
- A textbook is required for class. The textbook link is located on the CNA page.
- Students may choose from any vendor-books can be new or used.
- Older versions of the textbook are NOT recommended as page numbers and information will vary
- The Workbook is **optional**. No assignments are given for the workbook.
- If class has begun or about to start, it is recommended that students order the textbook and choose 2-day shipping or buy the digital version *if available*.
- There is also enough to do online before student's textbook arrives a few days later.

CNA COURSE HOURS	
Classroom	45hrs
Clinical	45hrs
Total	90hrs

STUDENT DOES NOT SUCCESSFULLY COMPLETE THE COURSE
- If a student is not successful with either the classroom or clinical, the student fails the course.
- Students who fail the course must be retake the entire course over and repay full tuition.

LOGIN INFORMATION
- Students will receive an email from Canvas by 5pm on first day of class
- Students will NOT have access to Canvas (the online classroom) until class begins.
- Students CANNOT create a username in order to get into class.
- The email will contain a link to set up a password to access the course.

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ONLINE CLASSROOM TIMEFRAME
- The classroom is flexible online.
- Students access it on their own time.
- There is no certain day or time student have to login for the classroom portion of the course.
- Student can access Canvas 24hrs a day, 7 days a week.
- Assignments due every week and they work on their own time.
- Student must have a passing score in order to attend clinicals.

COURSE LOAD:
- There are 4 units in the course and each unit is due every week.
- Students can work on the assignments at their own convenience.
- Final quiz is due the last week of class.
- Students spend approximate 10-12hrs classroom a week online.

CLASSROOM AND CLINICALS MUST BE TAKEN AT THE SAME TIME.
- Students cannot take the classroom portion of the class and take clinicals at a later date.

CNA SUCCESSFULLY PASSES THE COURSE:
- Coordinator will send student names to testing site that have successfully passed the course.

STATE EXAM DATE AND TIME:

This process can take up to 4wks.
We do ask for your patience as we wait to receive the testing information.

- As soon as the coordinator receives the "Approval to Test Notice", this information will immediately email the students the "Approval to Test" letter. The student will print the letter and it to the testing center.
- The "Approval to Test Notice" will assign the exam date, location, and time as well as what the students needs to take on the test date.
- NOTE: We will not know the date of the state exam until the letters are received after class ends. It is usually up to 4wks after the last day of class before we know the testing date or time.

NERVOUS ABOUT TAKING AN ONLINE COURSE. THIS IS COMMON!
- The online classroom will walk students through on the first day of class and it is easy to navigate.
- If a student has basic computer skills, they will do great in class.
- Students will also be able to email or call the classroom instructor with questions.

STUDENT HAS A DISABILITY
- Any candidate who has a:
  - Physical disability
  - Learning disability
  - Psychological disability
- If a student requires a reasonable accommodation to take the state exam a request form will need to be completed. A student must perform in a satisfactory manner in the classroom/lab/clinical settings of the course and successfully completed the Skills Competency Checklist.

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WHAT TYPES OF ACCOMMODATIONS ARE AVAILABLE?
- Oral exam – exam read to candidate by the proctor
- Extended time to take the exam
- Large print of exam text
- Sign-language interpreter
- Audio recordings
- Telecommunications devices for individuals with hearing impairments

STATE EXAM LANGUAGE OTHER THAN ENGLISH?
- The state exam is available in the English language only.
- Any candidate for whom English is a second language may use a paper bilingual language dictionary during the state exam.

STATE EXAM LOCATION
- Test sites consist of a local tech college or community college in areas across Kansas.
- Students or employers/payees choose the test site during on the enrollment form.

STATE EXAM DATE
- Most generally, the CNA State exam will take place within the first month after class ends.
- Students be notified by **WCO** after class ends within 4 weeks with testing date and time.
- It can take up to 30 days before **WCO** is notified by the Testing Site of testig date and time of the exam. We will not have access to date or time prior to time per state guidelines.
- Student may contact Dkohlrus@wecareonlineclasses.com if they have not been notified about testing date.
- State exams are given during business hours and on a weekday.
- If the date/time does not work for the student, the student will notify the test site, their contact information is listed on the letter to test students receive in the email. **WCO** is not able to reschedule it. Once the first date is set, the students must contact the test site after that.
- If students missed taking the exam on the date assigned, then they must contact the **State of Kansas** and they will send a reschedule form via postal mail to fill out and send in $20 to application fee. The testing site will then send student another letter to test.
- No Call/No Show for the state exam-the student must contact the state to reschedule.

STATE EXAM HOURS, NUMBER OF QUESTIONS, AND PASSING SCORE
- 100 multiple-choice questions.
- Student are given 2 hours in which to complete the exam.
- 75% or greater constitutes a passing score.

STATE EXAM FAILED
- Students will receive a letter in the mail that includes the score. The information on performance in the categories will help prepare to retake the exam.
- A rescheduling form, if eligible, will be included. It should be completed and send it to HOC with the non-refundable $20 application fee.
- Students may take exam no more than 3 times before repeating the course to qualify to test again.
- State exam must be passed within one year from the beginning date of the nurse aide training course.

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ITEMS NEEDED FOR STATE EXAM

Students must provide the following at the test site
- o Original photo ID
- o Exam fee
- o Approval letter to test
- Be extremely punctual for the state exam.
- Exam is timed and there are other students testing as well.
- Testing sites are very prompt on delivering the exam.
- Testing sites will not accept any students who walk in the door after the testing has begun.
- Recommended to arrive at least 30 minutes ahead of schedule to get seated for the state exam.
- Students **WILL NOT** be admitted if they are not listed on test roster, tardy, late or no ID.

STATE EXAM PASSED
- Students who pass should allow 7 days to lapse from the date the exam was taken before it is posted on the online CNA Registry.
- Students will **NOT** receive a certificate in the mail.
- Students may work as an NATII until it is updated on the Online Registry.

CNA REGISTRY
- KNAR is the Kansas Nurse Aide registry which is federally mandated program to track the employment and training for aides in Kansas. A unique identification number is issued to they successfully completed the state nurse aide course and passed the exam.
- **Go to CNA KS Registry (Search Keyword to find).**
    - If it is not online 14 days after exam, email Dkohlrus@wecareonlineclasses.com.

CNA REGISTRY
- The KNAR will be checked for reports of abuse, neglect, or exploitation, prohibited offenses, or misappropriation of resident property. Each adult care home must contact the registry prior to hiring as a nurse aide. A criminal record check will be requested by a facility to determine the eligibility to work. A facility may NOT employ any person with any of this on record after April 1, 1992.

KNAR should never be contacted to:
- Inquire about exam results. The results are updated on the KNAR within 7 days from the exam date.
- The exam results cannot be given over the phone. Call 785- 296-1250.
- Inquire about exam sites. Instead call 785-296-1250
- Report abuse complaint about a CNA or other personnel. Instead call 800-842- 0078
- Inquire about the CNA and competency evaluation Instead call 785-296-0058
- Inquire about employment verification procedures or issues. Instead call 785- 296-1250.

CNA CERTIFICATE EXPIRE?
- CNA certificates do not expire.
- As a CNA eligibility for employment for 24mos following the date it was issued.
- To extend the eligibility period, a CNA must be employed to perform nursing or nursing related tasks for at least 8 hours in the 24mo period.

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KNAR DID NOT RECEIVE EMPLOYMENT RECORD
- If a CNA worked 8hr in a 24hr period and the information was not received and noted on the CNA"s KNAR record, the CNA should request the Employment Verification Form from HOC.

CNA WAS NOT EMPLOYED IN A 24 MONTH PERIOD FOR 8HRS
- If CNA has not been employed performing nursing related duties in the past 24mo students may find a licensed, registered nurse who may elect to administer the Kansas Nurse Aide Task Checklist-For Employment Verification. The checklist may be done in an adult care home, hospital, or laboratory setting. The checklist shall not be given to the aide.
- A CNA may take a refresher course, if available. Once completed and submitted to HOC, the eligibility period is extended by 24 months. **WCO** does offer CNA Refresher Course.

CNA HAS A CHANGE IN NAME, ADDRESS, PHONE NUMBER AS A NAT OR CNA?
- If there is a change in mailing address, phone number, or name contact HOC so the department can keep the CNA's information updated. 785-296-0060.

WE CARE ONLINE *classes have been highly successful and work on keeping the cost down as much as possible to keep it affordable for student. Students enjoy them for the time flexibility it allows them as well.*

For further questions, please contact:

Kayla Neitzel, RN-Enrollment/Finance Coorinator: Ext 114 kaylan@wecareonlineclasses.com
Debbie Kohlrus, LPN-State Exam Coordinator : Ext 117 dkohlrus@wecareonlineclasses.com
Kristine Martinez, RN, Course Supervisor : Ext 122 kmartinez@wecareonlineclasses.com
Melanie Fischer, RN-Program Director: Ext 103 melanie@wecareonlineclasses.com
Phone: 888-932-2501

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