



# Course Description Catalog 2024

## Center for Quality Eldercare Services

Catalog Effective: Date 3/29/24.  
Amended 10/17/24

3660 N. Rancho Dr #101, Las Vegas NV, 89130  
Phone: 702 489-5822 Fax: 702-489-5858  
CQES.org Email: cqes@cqes.org

**Business Hours: Monday – Friday 9:00 am – 4:00 pm**  
**Closed on legal holidays**

### *Welcome*

Thank you for considering CQES for your educational needs. CQES strives to provide each student with a quality education and the knowledge needed to be successful. CQES is owned by Gretchen Batis and is **Licensed by the Nevada Commission on Postsecondary Education.**

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*“CQES is a school every caregiver needs; it is so informative and empowering. I would recommend CQES to anyone!” Margaret. (Professional Caregiver Graduate)*

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### *Facility Members*

Our Academic Director Priscilla Santayana, M.Ed., RN, B-C has over 60 years of experience in the healthcare industry. Christopher Mirando assistant and instructors and will assist students with registration and enrollment and testing.

Our instructors use a variety of interactive teaching methods to enhance the learning experience and are committed to training high-quality direct care workers. All these things, combined with low student-teacher ratios, result in what we believe to be unsurpassed quality training.

### **Mission Statement**

Professionally educate individuals in the non-medical healthcare industry or private sector and to promote the continued growth of quality residential, assisted living, and In-home services in the state of Nevada.

### **DETR Job Connect**

Training Provider

CQES is an approved provider for Job Connect / DETR of Nevada. This partnership may provide some funding for certification programs to qualified individuals. You must meet all DETR eligibility requirements.

### **Enrollment Process**

Students wishing to enroll must complete the enrollment agreement application and speak with Director Gretchen Batis. To ensure a prospective student can complete the program and benefit from it, each student should have a high school diploma or equivalent. A pre-exam at CQES will provide sufficient testing for enrollment if a diploma is not available. College transcripts or healthcare licenses will

provide sufficient documentation. Please read more about the process in the **Student Rights** in Disclosures section.

**Facility:** The training facility consists of a testing classroom along with a restroom and a break area.

### **Admission Requirements**

Qualified applicants are expected to meet all admission criteria:

1. Student must not have committed a felony/misdemeanor within the past seven years.
2. It is recommended that students have a High School diploma or High School Equivalent. Students who do not have a High School diploma or High School Equivalent must pass an "Ability to Benefit" pre-examination prior to enrollment (must pass with 80% or higher)
3. Students must be 18 years of age
4. Student must be in good physical health
5. Students must be able to lift 50 lbs or more
6. Students must be able to read, speak and write English at an 8th grade level
7. Students have a Valid Photo ID
8. Complete all the acceptable required forms listed on the website CQES.org and have acknowledged they have read the student disclosure information.

Upon successful completion of a course or class, the student will be awarded a Certificate of Completion. There is no credit for previous education and training.

Placement Assistance: CQES does not guarantee employment but will assist graduates in finding employment. The school maintains a listing of residential facilities for groups and PCA Agencies and will assist students in developing a proper resume and interviewing techniques.

Account for Student Indemnification: In the event of the school discontinued operation or a violation by the institution per NRS 394.383 to NAC 394.560, an account for student indemnification may be used to indemnify a student or enrollee who has suffered damage as a result of discontinuance of operation or violation by such institution of any provision of NRS 394.383 to 394.560

Payment of Tuition charges: When individuals use a credit card for payment there is an automatic 4% credit card fee and is not refundable.

## ***Program Information***

***We offer the Medication Management program.***

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***Start a new CAREER path in days. Med Techs are in great demand.***

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### **A. Medication Management**

This program prepares students to become a certified Medication Technician for Residential Facilities for Groups and Homes for Individual Residential Care. This is a Health Care Quality and Compliance (HCQC) approved curriculum and testing administered by a State Proctor.

**108 Medication Management (16 hours) is \$230.00 plus a registration fee of 10%.**

**Days (s): 3 days Times (s) 9 am – 1:30 pm for 2 days and 9 am – 3 pm 1 day.**

**Course Description. This is ZOOM training (distant virtual training).**

**This approved (HCQC) Health Care Quality and Compliance**

**Medication Management initial course for new Med Techs.** This course can help direct care workers to prevent medication errors. This program will teach standards to administer medications safely, avoiding risky behaviors and special handling of narcotic medications. Campus testing

**108: Accelerated Medication Management (8 CEUs) \$135.00 plus registration fee of 10%.**

**Days (s): 2 days Times (s) 9 am – 1:30 pm ZOOM training or fully virtual training that is self-paced.**

**Course Description:**

**This approved (HCQC) Health Care Quality and Compliance**

**A Medication Management refresher** course can help direct care workers prevent medication errors. This program will teach standards to administer medications safely, avoiding risky behaviors, and special handling of narcotic medications. Campus testing

### ***Standards of Progress***

To be considered eligible for graduation, each student must maintain an 80% average. Grades are derived from daily quizzes, mid-term tests, assignments, and final exam. Any student who falls below 80% will be placed on academic probation and afforded remedial training and work to improve their grade point average. If a student is not able to complete the additional 8-hour remedial training and meet the 80% grade point average, the student will be dismissed from the program. *Medication Management is 80% or better for testing.*

### ***Attendance***

Each student must attend each scheduled class. Any absences must be made up at the discretion of the instructor. Students must complete at least 90% of the course hours to be considered eligible for a completion certificate.

### ***Conduct Policy***

Students are to treat all members of the school and other students with respect and dignity. Any student who willfully destroys schools' property, attend the school under the influence of drugs or alcohol, is disruptive, insubordinate, obscene, vulgar, boisterous or is caught cheating, may be suspended, or terminated.

Students are training for professional employment and must be well groomed, clean. No garments intended as underwear or sleepwear shall be worn as an outer garment.

Students who violate the conduct policy will be counseled by the director and will be allowed to continue in a probationary status, suspended or dismissed, at the discretion of the director.

### ***Career Services Placement Assistance:***

CQES does not guarantee employment but will assist graduates in finding employment. The school maintains a listing of assisted living residences and will assist students in developing a resume and interviewing techniques.

## ***Disclosures***

1. Student Rights
2. Cancellation Procedure
3. Refund Policy
4. Complaints

### ***Center for Quality Eldercare Services***

We are a non-degree institution licensed by the Commission on Postsecondary Education. We offer the Certification of Completion for the HCQC (The Bureau of Health Care Quality and Compliance) Initial 16-hour Medication Management.

### ***Students Rights***

Persons interested in this program will receive a current and complete catalog containing information describing the program offered, objectives of the program, length of the program, schedule of tuition, fees and all other charges and expenses necessary for completion of the course of study, policies concerning cancellations and refunds, an explanation of the Account for Student Indemnification and other material facts concerning the institution and the program or course of instruction that are likely to affect the decision of the student to enroll therein, together with any other disclosures specified by the Administrator or defined in the regulations of the Commission. The information must be provided before signing the agreement to enroll.

Additionally, we will provide each student with a current and complete copy of the agreement to enroll, dated and signed by the student or the student's guardian if under 18 years of age and an officer of the institution. In this agreement enrollment you will have the opportunity to review each section of the agreement and have opportunity to ask questions.

### ***Cancellation Procedure***

You have the right to cancel your enrollment agreement or withdraw from Center for Quality Eldercare Services and obtain an applicable refund. CQES follows the refund policies that are prescribed by the Commission on Postsecondary Education of Nevada. A student who never attends a class. You may cancel the enrollment agreement by providing a written notice to withdraw by email or mail the school office.

### ***3- day Cancellation Policy***

If a student cancels his or her enrollment before the start of the training program or no later than three (3) days after signing the Enrollment Agreement, the institution shall refund to the student all the money the student has paid. Cancellation may occur when the student provides a written notice of cancellation to the campus. This can be done electronically, by mail, or by hand delivery. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however, expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.

### ***Refund Policy***

You have the right to cancel your agreement for the program if instruction, without penalty or obligations. An agreement to enroll may be cancelled not later than 3 days after signing the agreement. If a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150,

whichever is less, and that if the institution is accredited by a regional accrediting agency recognized by the United States Department of Education, the institution may also retain any amount paid as a nonrefundable deposit to secure a position in the program upon acceptance so long as the institution clearly disclosed to the applicant that the deposit was nonrefundable before the deposit was paid. That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less. If a student withdraws or is expelled by the institution after 3 completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement. . If a refund is owed pursuant to subsection 1, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the (a) Date of cancellation by a student of his or her enrollment; (b) Date of termination by the institution of the enrollment of a student; (c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or (d) Last day of attendance of a student, whichever is applicable. Books, educational supplies, or equipment for individual use are not included in the policy for refund required by subsection 1, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required by this subsection on a case-by-case basis.

For the purposes of this section: The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.

The period of time for a training program is the period set forth in the enrollment agreement. Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies, or equipment that is listed separately from the tuition and fees.

As used in this section, "substantially failed to furnish" includes canceling or changing a training program agreed upon in the enrollment agreement without offering the student, a fair chance to complete the same program or another program with a demonstrated possibility of placement equal to or higher than the possibility of placement of the program in which the student is enrolled within approximately the same period at no additional cost; or obtaining the written agreement of the student to the specified changes and a statement that the student is not being coerced or forced into accepting the changes, unless the cancellation or change of a program is in response to a change in the requirements to enter an occupation.

### ***Complaints***

A student or a student's guardian may file a complaint about this institution with the Commission on Postsecondary Education by calling 702 486-7330

Complaints must be mailed to:

Commission on Postsecondary Education  
2800 E. St. Louis Avenue  
Las Vegas, NV 89104

Students enrolled in a licensed private postsecondary educational institution have the right to register a legitimate complaint with CPE. Prior to filing a complaint, the student must attempt to resolve the issue with school officials according to the policies of the school.

If a student is unable to reach a resolution with the institution, the student can contact CPE and we will attempt to

resolve the issue. Until 1 year after the last date of attendance or date on which the damage occurred, whichever is later, a person claiming damage as a result of any act by a postsecondary educational institution or its agents that is a violation of NRS 394.383 to 394.560 inclusive or regulations adopted pursuant thereto. The complaint must set forth the alleged violation and contain other information as required by the regulation of the Commission.

Formal complaints are investigated by staff with a decision by the Administrator. If either party does not agree with that decision, an appeal to the full Commission may be requested within 10 days of the Administrator's decision.

Students must provide CPE with a copy of the student enrollment agreement, receipt of monies paid, all support documentation related to the allegation, and a written statement. Failure to provide support documentation can impact the length of time to complete an investigation or impact the final outcome. CPE will not communicate with a student concerning the investigation until the investigation is concluded unless the agency requires additional information from the student. Investigations may take several months to complete based on the complexity of issues, staff resources, and documentation review.

CPE COMPLAINT FORM will be available on the home page of CQES.org under **Student Forms**