



WAKE TECH

Nurse Aide I Refresher

COURSE SYLLABUS

COURSE: NAS-3242A3

COURSE FORMAT: **Seated**

CONTACT INFORMATION

Please refer to your Blackboard course “FACULTY INFORMATION” for your faculty contact information.

Nurse Aide Program:

Phone: 919-747-0120

Email: nurseaide@waketech.edu

Office Location:

Scott Northern Wake Campus

Building E, Room 135

Raleigh, NC

Department Head/Program Director:

Kim Smith, RN, MSN

nurseaide@waketech.edu

PRE-REQUISITES

- Completion of Nurse Aide I
- Proof of **one** of the following items must be submitted to the instructor on the first day of class:
 - An expired North Carolina Nurse Aide I listing with no substantiated findings or a successful completion of a Nurse Aide I program from an accredited institution in North Carolina **within the last five years**
 - A current Nurse Aide I listing from another state with no substantiated findings
 - An expired out-of-state listing with no substantiated findings or a successful completion of a Nurse Aide I program from an accredited institution in another state **within the last five years**
 - Proof of completion of military corpsman training
 - Completion of an RN or above training
- The following items also must be presented to the instructor on the first day of class:
 - Driver's license or government-issued photo ID
 - Social Security card (name on Social Security card and driver's license must match) (Optional)
 - Copy of name change documentation, if listed on Nurse Aide I registry under a different name



Table of Contents:

Contents

Table of Contents:	2
Course Overview	3
English Language Proficiency	3
Resources	3
Required	3
Course Format & Hours	4
Listing on the Nurse Aide I Registry	4
Attendance	5
Grading	5
Behavioral Requirements	5
Classroom/Lab conduct	6
Student/Instructor Communication	6
Class Withdrawal, Refund Eligibility, and Transfer Policy	6
How to Submit a Withdrawal Request	6
Class Transfer Request	7
Student Resources	7
Financial Resources and Student Support:	7
Care Center:	7
Tutoring and Learning Center (TLC)	7
Library Services	8
Career Services	8
Disability Support Services (DSS)	8
Performance Standards for the Nurse Aide I Refresher Student	8
Emergency Cancellations and Closures	9
Makeup Days for Unexpected School Closures	10
Student Grievances	10



Course Overview

This course provides a brief review of the Nurse Aide I curriculum and the competency exam required for listing as a Nurse Aide I with the North Carolina Division of Health Service Regulation.

The theory portion of the class includes a brief review of Residents Rights (Module E), Recognition of Mental Health and Social Service Needs (Module S & U), and Care of Cognitively Impaired Residents (Module R). These modules can be found on the Blackboard for in-depth self-study. Much of the class will be in the lab reviewing and demonstrating the State Specific skills. *This fast-paced 48-hour course requires undivided attention and 100% attendance to be successful.*

- Students will take one written exam and must score 78 or greater
- Students will demonstrate and be competent with all Nurse Aide I State Skills as well as other specific DHSR NA I skills noted on the Skills Appendix A

English Language Proficiency

The Nurse Aide II curriculum requires advanced English language proficiency. Students must be able to effectively speak, read, write, and understand English to succeed in this course.

Wake Technical Community College offers **free** English language instruction to help students improve and enhance their readiness skills for college-level coursework and career advancement. Classes are available in both in-person and online formats.

For more information about Wake Tech's English as a Second Language (ESL) program, visit their website: esl.waketech.edu

Resources

The student curriculum, class homework, and make-up work are in Blackboard.

Required

The Wake Technical Community College website has access to Blackboard, where your assignments and grades will be posted.

<https://www.waketech.edu/>

It is mandatory that all students have access to Blackboard. Each student will be required to go online and register for Blackboard access and maintain a Wake Tech email account.

The Class Text is available on Blackboard. Wake Technical Community College students have access to Blackboard, where the PowerPoint presentations, assignments, and grades will be posted. All students must utilize and maintain their access to Blackboard.

NOTE: *To access Blackboard, it is recommended that you use Microsoft Edge, Google Chrome, or Mozilla Firefox.*



Course Format & Hours

The non-degree Nurse Aide I Refresher course is offered in the following format:

SEATED: In-Person

Classes can range from 4 to 8 hours, day or evening. For all classes, attendance is highly important! Missing any portion of the class can result in dismissal.

- In-Person components include reviews, exams, skills lab, and competency evaluations
- Online assignments and theory content may be delivered through Blackboard and must be completed by the posted due dates as directed.

Total Course Hours: **48**

NOTE: Attendance is mandatory. Access to the online course content will not be available until the official first day of class.

Listing on the Nurse Aide I Registry

In North Carolina, individuals who complete a state-approved Nurse Aide I course and pass the state competency exam are listed on the **North Carolina Nurse Aide I Registry**, which is maintained by the **Division of Health Service Regulation (DHSR)**, a division of the **North Carolina Department of Health and Human Services (NCDHHS)**.

While many people and employers commonly use the term **CNA (Certified Nursing Assistant)**, it's important to note that:

- **Nurse Aides are not licensed**
- They work under the supervision of a **Registered Nurse (RN)**
- Listing on the **Nurse Aide I Registry** is required for employment in many healthcare settings

For more information about job responsibilities and salary expectations for Nurse Aides, visit the U.S. Bureau of Labor Statistics' page: <https://www.bls.gov/ooh/healthcare/nursing-assistants.htm#tab-1>

Upon Successful Completion of the Program:

*Students may take the State Competency Exam administered through “**Credentia**” within two (2) years from the completion date of the refresher course.*

- The State Exam includes two parts:
 - 70-question computer-based test
 - Skills evaluation (five tasks)
- Registration must be completed online at least 12 days before the exam date.
- Exam fee is \$140 (not included in Nurse Aide I Refresher tuition); payment is made via debit or credit card directly to **Credentia**.
- Students must bring a current state-issued ID and Social Security card on test day.
- The exam is offered in English and Spanish and may be taken at the Scott Northern Wake Campus.



- Upon passing both parts, students will be listed on the North Carolina Nurse Aide I Registry.

For more information regarding the NC Competency Exam, visit <https://credentia.com/test-takers/ncna>

NOTE: *If a candidate has three (3) unsuccessful attempts within a two-year period, they are not eligible to take a refresher course and must re-take an accredited Nurse Aide I course.*

Attendance

If the student accumulates more than **4.8 hours** of absences (10%), they will be dismissed from the class and receive an **“NG”** grade (No Grade). ***Make-up time will not be arranged.***

- Students are considered tardy 5 minutes after the class or lab starts.
- Absences are not “excused” or “unexcused”. Failure to be in class for any reason is an absence.
- There are no provisions to retake ANY portion of the class or to transfer to another class beyond the 10% date of the class. Transfers prior to the 10% depend on the availability of classes offered.

Failure to meet attendance requirements will result in dismissal from the course, and re-enrollment will be required.

Grading

Attendance accounts for 10% of the overall grade.

- Students must pass the written exam with a 78-grade or better to progress.
- Students must successfully demonstrate, without prompting or coaching, the state-specific skills. Students will be given up to **2 attempts** per day, to pass the skills being checked off that day, as time permits.

Behavioral Requirements

The following unprofessional or inappropriate behavior will not be tolerated and may result in **immediate dismissal** from the program:

- Disrespectful, interruptive, disruptive, or impatient behavior toward faculty, staff, peers, or clinical personnel.
- Inappropriate reactions or conduct at any time.
- Suspected safety risks (behavioral or physical)
- Cheating
- Illegal substance used before/during class
- Fighting, profanity, or aggressive behavior

NOTE: *Dismissed students will receive an “NG” grade and will not be eligible for a refund.*



Classroom/Lab conduct

Students are expected to always uphold professional behavior. The following policies apply:

- **Professionalism & Participation**
 - Students must behave in a mature and respectful manner in class and lab.
 - Disruptive behavior will result in a deduction from the attendance grade, removal from the classroom/lab for the day, or possible dismissal from the program.
- Active participation in all lab activities is mandatory. Failure to participate may result in attendance deductions or possible dismissal from the course. Students are expected to practice with classmates during skill practice and checkoffs.
- **Clean-Up Responsibility**
 - At the end of each lab session, students must clean the lab and return all materials to their proper places. Failure to do so will result in a deduction from the attendance grade.
- **Dress Code**
 - Students must dress modestly and professionally during class and lab.
 - Clothing that is extremely tight, short, or revealing is not permitted.
 - Instructors may require students to leave class to correct inappropriate attire.
- **Food & Drink**
 - No food or drink is permitted in the lab at any time.
 - Drinks are allowed in the classroom if they have a secure lid.
- **Electronics**
 - Use of cell phones or electronic/music devices during class or lab is prohibited.
 - Violations will result in an attendance grade deduction.
- **Visitors**
 - Children or non-registered individuals are not allowed in the classroom, lab, or clinical setting.

Student/Instructor Communication

Students will have access to their assignments and grades in Blackboard. Instructors will correspond with students through Wake Technical Community College e-mail or Microsoft Teams only. Class announcements will be posted on Blackboard. It will be the responsibility of the student to frequently access/check their Wake Tech e-mail and Blackboard announcements for communication. The instructor may schedule a conference with the student and/or use an Academic Progress Report sheet.

Class Withdrawal, Refund Eligibility, and Transfer Policy

Students may withdraw from the course and receive:

- **100% refund:** If the withdrawal request is submitted before the class start date.
- **75% refund** (registration fee ONLY - excludes college access and other course fees): If the withdrawal is submitted before the **10%** point of the class.

How to Submit a Withdrawal Request

1. Electronically:



- a. Log in to the *Workforce Development electronic refund system*:
<https://selfserve.waketech.edu/Student/Planning>
 - b. Click “Go to Plan & Schedule”
 - c. Select the term for the class (Fall, Spring, or Summer)
 - d. Drop the course
2. Via email:
 - a. Send an email to the Nurse Aide Office at nurseaide@waketech.edu with the following information:
 - i. Your full name, mailing address, phone number, course number with the class dates, and a short sentence stating your intent to withdraw.

Class Transfer Request

Students may request a transfer to another section prior to the 10% point of the course if space is available. The student must speak with the current instructor first. The instructor will send an email to the coordinator and director for determination. Transfers are subject to availability and must be approved by the Nurse Aide Program Director.

Student Resources

Available to Wake Tech students. You must have an active Wake Tech email and a student photo ID to access these services.

Financial Resources and Student Support:

Support services such as academic, technology, and financial assistance are available to currently enrolled students. To learn more, get started by emailing wceresources@waketech.edu or calling 919-866-5853.

Resources:

<https://www.waketech.edu/programs-courses/non-credit/financial-resources-student-support>

Care Center:

When personal stressors and out-of-the-classroom challenges interfere with your academic performance and daily life, the [CARE Center](#) is here to provide wraparound supports such as Wellness Services (free, brief mental health counseling), and food resources. To learn more, contact us at care@waketech.edu or 919.866.6111.

The Nest:

<https://www.waketech.edu/student-services/care-center/nest>

Wellness Services:

<https://www.waketech.edu/student-services/wellness-services>

Student Money Management:

<https://www.waketech.edu/student-services/financial-education>

Tutoring and Learning Center (TLC)

The Tutoring and Learning Center (TLC) offers Wake Tech students free tutoring and learning support for their classes. The TLC's mission is to help students understand what they are learning



in class, develop the skills they need to be successful in college and the workplace and empower them to be independent learners.

TLC: <https://www.waketech.edu/student-services/tutoring-learning-center>

Library Services

Each Wake Tech campus has a library that offers an array of print and electronic materials for study and reference. Services include research and study rooms, engagement and wellness events, on-campus computer access, and device checkout for up to 21 days.

<https://www.waketech.edu/student-services/libraries>

Library Hours: <https://waketech.libcal.com/hours/>

[Library Event](#)

[Library device loan request](#)

Career Services

Need a job? Want a better job? Not sure what you want to do for a career? Career Services at Wake Tech can help. Their mission is to help you assess career possibilities, set professional goals, and find employment.

Career Services: <https://www.waketech.edu/student-services/career-services>

Disability Support Services (DSS)

Provides academic and non-academic accommodations for students with documented physical, psychological, or learning disabilities to ensure equal access to college facilities and programs.

DSS: <https://www.waketech.edu/student-services/disability-support-services>

Instructors are encouraged to remind students of this resource during orientation.

Performance Standards for the Nurse Aide I Refresher Student

In compliance with the 1990 Americans with Disabilities Act, the following standards have been established. According to the nature of the work required in nurse aide practice and the educational requirements of the nurse aide II curriculum, the student must be able to meet the following:

Standard	Some Examples of Necessary Behaviors (not all inclusive)
Critical thinking ability sufficient for clinical judgment.	Identify cause and effect relationship in clinical situations; follow nursing care plans/care maps.
Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds.	Establish rapport with patients, families, and colleagues.



Communication abilities sufficient for interaction with others in verbal and written form.	Collect data. Explain treatment procedures. Document and interpret nurse aide actions and patient and family responses.
Physical abilities sufficient to move from room and maneuver in small spaces.	Moves around in patient's rooms, workspaces and treatment areas; administer cardio-pulmonary procedures; able to lift/maneuver 30 pounds.
Gross and fine motor abilities sufficient to provide safe and effective nurse aide care.	Move, calibrate, use equipment and supplies; lift, transfer, and position mobile and immobile patients.
Auditory ability sufficient to monitor and assess health needs.	Hears monitor alarm, emergency signals, auscultatory sounds, cries for help.
Visual ability sufficient for physical observation, performance of nurse aide procedures and maintenance of environmental safety.	Observes patient responses, such as skin color, facial expression. Monitors vital signs. Reads records.
Tactile ability sufficient for physical observation and performance of nurse aide procedures.	Perform nurse aide procedures.
Emotional stability and mental alertness in performing patient care.	Maintaining a calm and efficient manner in high stress/pressure situations with patients, staff, supervisors, and colleagues.

If a Nurse Aide I Refresher student believes they are unable to meet one or more of the program standards due to a disability, they may request accommodations or modifications. Wake Technical Community College will assess such requests on an individual basis to determine whether the necessary accommodations can be reasonably provided.

These standards are based on guidelines developed by the Board of Directors of the Southern Council of Education for Nursing to help nursing education programs comply with the Americans with Disabilities Act (ADA).

Emergency Cancellations and Closures

In the event of emergency situations or inclement weather, Wake Tech will post official updates on the following platforms:

- College website: www.waketech.edu
- Main phone line: 919-866-5000
- Wake Tech Warn: All current students with a Wake Tech email are automatically enrolled to receive email alerts. Students are encouraged to sign up for text messages and voicemail alerts through the Wake Tech Warn emergency notification system.



Makeup Days for Unexpected School Closures

All Nurse Aide II classes will include pre-scheduled makeup days. These days will be used in the order listed on the class schedule if a full day of lab or clinical is canceled.

- Attendance on makeup days is **required** and follows the same attendance policy as regular class days.
- If only partial class hours are missed due to a delay or early dismissal, those hours can be made up by extending existing class sessions as needed.

Student Grievances

Wake Tech is committed to addressing student concerns in a fair and respectful manner. To ensure an effective resolution, students must follow the established chain of command:

1. First, discuss the issue directly with your instructor.
2. If additional support is needed, the Program Director may be contacted, but only after the student has attempted to resolve the issue with the instructor.

NOTE: Parents or legal guardians should not call on behalf of students. If the student is a minor, a parent may be present during the meeting, but all communication will be directed to the student.