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# A-STEP INTRODUCTORY COURSE CATALOG

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NORTHERN CALIFORNIA SCHOOL OF SLEEP MEDICINE  
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# NCSSM Student Manual

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# NCSSM Student Manual

## Introduction

### Overview

Northern California School of Sleep Medicine, NNCSSMM, is a locally based, independent provider of sleep medicine education in the form of an A-STEP introductory course. The purpose of this course is to provide quality, standardized education in sleep technology to the community. This institution and its certificate program is accredited by the American Academy of Sleep Medicine, which is not an accrediting agency recognized by the United State Department of Education.

This institution is a private institution, that it is approved to operate by the Bureau for Private Postsecondary Institutions, and approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. This does not imply that the Bureau endorses this program, or that Bureau approval means the institution exceeds minimum state standards.

This institution has no pending petitions in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), Telephone and Fax #'s: (888) 370-7589 or by fax (916) 263-1897, (916) 574-8900 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

### Goal and Mission Statement

The Mission of Northern California School of Sleep Medicine A-STEP introductory course is to prepare students to enter the sleep medicine community with the knowledge and skills to perform high quality sleep study procedures, patient education and care, thus contributing to the well-being and quality of life of the community.

It is our goal to provide education which meets or exceeds the standards as outlined by the American Academy of Sleep Medicine. Students will obtain knowledge of various sleep disorders, procedures, and treatment modalities. Students will obtain hands-on training and be able to apply the necessary skills needed to perform high quality polysomnography. Students will obtain the essential knowledge to be able to provide patient education on healthy sleep, and quality patient service.

### Objectives

The rules, guidelines and standards will be updated in the policies and procedures manual accordingly:

- To provide the highest education to the community in a safe environment;
- To treat each student with dignity, respect, kindness and courtesy;
- To achieve a smoothly functioning curriculum in which students and instructors work together in the spirit of harmony and cooperation;
- To instill motivation in our students who are interested in their work and our patients;

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- To provide education and training to develop skills and knowledge consistent current sleep technology standards and guidelines;
- To provide accessibility to the appropriate resources to support students' education;
- To maintain careful evaluation of profit margins associated with activities and offer fair tuition relevant to the education and resources provided.

## Collaborative Policy Formulation

All existing policies and procedures will be reviewed at least annually by the Program Director and revised as necessary. The development, evolution, and implementation of new and existing policies will be for the best interests of improving the education to students and fulfilling goals set forth in the Mission and Goal Statements. Mechanisms which may be utilized to develop policy are student suggestions, performance outcomes, student and employer surveys, grievance reports, and other items.

These policies and procedures have been fully approved for use by the Directors of this organization as of the date written below:

Electronically signed on: Thursday, October 28, 2021

## Faculty

### Manager

The Manger is available for escalations and program guidance.

#### JOB DUTIES

- Support Clinical Program, and Technical Director as required
- Comply with applicable laws, regulations, guidelines and standards regarding safety and infection control issues.
- Return emails and phone calls in a timely manner.
- Other assigned duties

#### QUALIFICATIONS

THE ABILITY TO PLAN, ORGANIZE, AND CONTROL THE REQUIRED ACTIVITIES PROPERLY IN ACCORDANCE WITH SIZE AND SERVICES OF THE COMPANY; MUST BE REGISTERED BY THE BRPT, ABSM, AND/OR RCP; MUST BE REGISTERED AND IN GOOD STANDING WITH THE MEDICAL BOARD OF CALIFORNIA AND/OR RESPIRATORY CARE BOARD OF CALIFORNIA; MUST BE CERTIFIED IN CPR BY AN ORGANIZATION APPROVED BY THE AMERICAN HEART ASSOCIATION; MUST PASS BACKGROUND CHECK REQUIRED BY FEDERAL, STATE, AND LOCAL LAW; MUST POSSESS ANALYTICAL AND PROBLEM SOLVING ABILITY; ABILITY TO FOLLOW WRITTEN AND ORAL INSTRUCTIONS; PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS; ABILITY TO OPERATE STANDARD OFFICE EQUIPMENT (INCLUDING, BUT NOT LIMITED TO, COMPUTERS, PHONES, FAXES, COPIERS); ABILITY TO WORK PRODUCTIVELY ALONE AND AS PART OF A TEAM; KNOWLEDGE OF PRINCIPLES AND PRACTICES OF THE PROGRAM.

### Program Director, CEO

The Program Director coordinates and manages the course offerings.

#### JOB DUTIES

- Comply with applicable laws, regulations, guidelines and standards regarding safety and infection control issues
- Return emails and phone calls in a timely manner
- Support Clinical and Technical Director as required
- Other assigned duties
- Assist with the development and implementation of orientation and training programs for Company staff.
- Implement regular training and educational sessions for students.

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## QUALIFICATIONS

THE ABILITY TO PLAN, ORGANIZE, AND CONTROL THE REQUIRED ACTIVITIES PROPERLY IN ACCORDANCE WITH SIZE AND SERVICES OF THE COMPANY; MUST BE REGISTERED BY THE BRPT, ABSM, AND/OR RCP; MUST BE REGISTERED AND IN GOOD STANDING WITH THE MEDICAL BOARD OF CALIFORNIA AND/OR RESPIRATORY CARE BOARD OF CALIFORNIA; MUST BE CERTIFIED IN CPR BY AN ORGANIZATION APPROVED BY THE AMERICAN HEART ASSOCIATION; MUST PROVIDE PROOF OF ANNUAL TESTING FOR TB; MUST PASS BACKGROUND CHECK REQUIRED BY FEDERAL, STATE, AND LOCAL LAW; MUST POSSESS ANALYTICAL AND PROBLEM SOLVING ABILITY; ABILITY TO FOLLOW WRITTEN AND ORAL INSTRUCTIONS; PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS; ABILITY TO OPERATE STANDARD OFFICE EQUIPMENT (INCLUDING, BUT NOT LIMITED TO, COMPUTERS, PHONES, FAXES, COPIERS); ABILITY TO WORK PRODUCTIVELY ALONE AND AS PART OF A TEAM; KNOWLEDGE OF PRINCIPLES AND PRACTICES OF THE PROGRAM. THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN CURRENT PRACTICES OF POLYSOMNOGRAPHY. IF AN INSTRUCTOR DOES NOT POSSESS THE REQUIRED THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN THE SUBJECT AREA THEY ARE TEACHING. EACH INSTRUCTOR SHALL MAINTAIN THEIR KNOWLEDGE BY COMPLETING CONTINUING EDUCATION COURSES IN HIS OR HER SUBJECT AREA, CLASSROOM MANAGEMENT OR OTHER COURSES RELATED TO TEACHING. NCSSM SHALL NOT EMPLOY OR CONTINUE TO EMPLOY AN INSTRUCTOR WHO WAS ADJUDICATED IN A JUDICIAL OR ADMINISTRATIVE PROCEEDING AS HAVING VIOLATED ANY PROVISION OF THE ACT OR THIS CHAPTER, OR AS HAVING COMMITTED ANY ACT THAT WOULD CONSTITUTE GROUNDS FOR THE DENIAL OF A LICENSE UNDER SECTION 480 OF THE BUSINESS AND PROFESSIONS CODE.

## Technical Director, COO, CAO

The Technical Director assist the Program Director in coordinating and managing the course offerings. This individual may also fulfill the role of Program Director.

## JOB DUTIES

- Comply with applicable laws, regulations, guidelines and standards regarding safety and infection control issues
- Return emails and phone calls in a timely manner
- Support Program and as required
- Other assigned duties
- Assist with the development and implementation of orientation and training programs for Company staff.
- Implement regular training and educational sessions for students.

## QUALIFICATIONS

THE ABILITY TO PLAN, ORGANIZE, AND CONTROL THE REQUIRED ACTIVITIES PROPERLY IN ACCORDANCE WITH SIZE AND SERVICES OF THE COMPANY; MUST BE REGISTERED BY THE BRPT, ABSM, AND/OR RCP; MUST BE REGISTERED AND IN GOOD STANDING WITH THE MEDICAL BOARD OF CALIFORNIA AND/OR RESPIRATORY CARE BOARD OF CALIFORNIA; MUST BE CERTIFIED IN CPR BY AN ORGANIZATION APPROVED BY THE AMERICAN HEART ASSOCIATION; MUST PROVIDE PROOF OF ANNUAL TESTING FOR TB; MUST PASS BACKGROUND CHECK REQUIRED BY FEDERAL, STATE, AND LOCAL LAW; MUST POSSESS ANALYTICAL AND PROBLEM SOLVING ABILITY; ABILITY TO FOLLOW WRITTEN AND ORAL INSTRUCTIONS; PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS; ABILITY TO OPERATE STANDARD OFFICE EQUIPMENT (INCLUDING, BUT NOT LIMITED TO, COMPUTERS, PHONES, FAXES, COPIERS); ABILITY TO WORK PRODUCTIVELY ALONE AND AS PART OF A TEAM; KNOWLEDGE OF PRINCIPLES AND PRACTICES OF THE PROGRAM. THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN CURRENT PRACTICES OF POLYSOMNOGRAPHY. IF AN INSTRUCTOR DOES NOT POSSESS THE REQUIRED THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN THE SUBJECT AREA THEY ARE TEACHING. EACH INSTRUCTOR SHALL MAINTAIN THEIR KNOWLEDGE BY COMPLETING CONTINUING EDUCATION COURSES IN HIS OR HER SUBJECT AREA, CLASSROOM MANAGEMENT OR OTHER COURSES RELATED TO TEACHING. NCSSM SHALL NOT EMPLOY OR CONTINUE TO EMPLOY AN INSTRUCTOR WHO WAS ADJUDICATED IN A JUDICIAL OR ADMINISTRATIVE PROCEEDING AS HAVING VIOLATED ANY PROVISION OF THE ACT OR THIS CHAPTER, OR AS HAVING COMMITTED ANY ACT THAT WOULD CONSTITUTE GROUNDS FOR THE DENIAL OF A LICENSE UNDER SECTION 480 OF THE BUSINESS AND PROFESSIONS CODE.

## Clinical Director

The Clinical Director communicates the needs of the potential employer and provides an overview of sleep medicine.

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## QUALIFICATIONS

THE ABILITY TO PLAN, ORGANIZE, AND CONTROL THE REQUIRED ACTIVITIES PROPERLY IN ACCORDANCE WITH SIZE AND SERVICES OF THE COMPANY; MUST BE BOARD CERTIFIED IN SLEEP MEDICINE; MUST BE REGISTERED AND IN GOOD STANDING WITH THE MEDICAL BOARD OF CALIFORNIA; MUST PASS BACKGROUND CHECK REQUIRED BY FEDERAL, STATE, AND LOCAL LAW; MUST POSSESS ANALYTICAL AND PROBLEM SOLVING ABILITY; ABILITY TO FOLLOW WRITTEN AND ORAL INSTRUCTIONS; PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS; KNOWLEDGE OF ALICE, CITRIX, EHR SYSTEM, MICROSOFT OFFICE, AND OTHER REQUIRED COMPUTER PROGRAMS; ABILITY TO OPERATE STANDARD OFFICE EQUIPMENT (INCLUDING, BUT NOT LIMITED TO, COMPUTERS, PHONES, FAXES, COPIERS); ABILITY TO WORK PRODUCTIVELY ALONE AND AS PART OF A TEAM; KNOWLEDGE OF PRINCIPLES AND PRACTICES OF THE PROGRAM. THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN CURRENT PRACTICES OF POLYSOMNOGRAPHY. IF AN INSTRUCTOR DOES NOT POSSESS THE REQUIRED THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN THE SUBJECT AREA THEY ARE TEACHING. EACH INSTRUCTOR SHALL MAINTAIN THEIR KNOWLEDGE BY COMPLETING CONTINUING EDUCATION COURSES IN HIS OR HER SUBJECT AREA, CLASSROOM MANAGEMENT OR OTHER COURSES RELATED TO TEACHING. NCSSM SHALL NOT EMPLOY OR CONTINUE TO EMPLOY AN INSTRUCTOR WHO WAS ADJUDICATED IN A JUDICIAL OR ADMINISTRATIVE PROCEEDING AS HAVING VIOLATED ANY PROVISION OF THE ACT OR THIS CHAPTER, OR AS HAVING COMMITTED ANY ACT THAT WOULD CONSTITUTE GROUNDS FOR THE DENIAL OF A LICENSE UNDER SECTION 480 OF THE BUSINESS AND PROFESSIONS CODE.

## Guest Lecturer

The Guest Lecturer may be utilized for various topics and demonstrations depending on the faculty-to-student ration needed to optimize training. This position is not required for the course to be conducted.

## QUALIFICATIONS

THE ABILITY TO PLAN, ORGANIZE, AND CONTROL THE REQUIRED ACTIVITIES PROPERLY IN ACCORDANCE WITH SIZE AND SERVICES OF THE COMPANY; MUST BE REGISTERED BY THE BRPT, ABSM, AND/OR RCP OR AN EXPERT REPRESENTATIVE IN THE TOPIC BEING COVERED; MUST POSSESS ANALYTICAL AND PROBLEM SOLVING ABILITY; ABILITY TO FOLLOW WRITTEN AND ORAL INSTRUCTIONS; PROFESSIONAL VERBAL AND WRITTEN COMMUNICATION SKILLS; ABILITY TO OPERATE STANDARD OFFICE EQUIPMENT (INCLUDING, BUT NOT LIMITED TO, COMPUTERS, PHONES, FAXES, COPIERS); ABILITY TO WORK PRODUCTIVELY ALONE AND AS PART OF A TEAM; KNOWLEDGE OF PRINCIPLES AND PRACTICES OF THE PROGRAM. THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN CURRENT PRACTICES OF POLYSOMNOGRAPHY. IF AN INSTRUCTOR DOES NOT POSSESS THE REQUIRED THREE YEARS OF EXPERIENCE, EDUCATION AND TRAINING IN THE SUBJECT AREA THEY ARE TEACHING. EACH INSTRUCTOR SHALL MAINTAIN THEIR KNOWLEDGE BY COMPLETING CONTINUING EDUCATION COURSES IN HIS OR HER SUBJECT AREA, CLASSROOM MANAGEMENT OR OTHER COURSES RELATED TO TEACHING. NCSSM SHALL NOT EMPLOY OR CONTINUE TO EMPLOY AN INSTRUCTOR WHO WAS ADJUDICATED IN A JUDICIAL OR ADMINISTRATIVE PROCEEDING AS HAVING VIOLATED ANY PROVISION OF THE ACT OR THIS CHAPTER, OR AS HAVING COMMITTED ANY ACT THAT WOULD CONSTITUTE GROUNDS FOR THE DENIAL OF A LICENSE UNDER SECTION 480 OF THE BUSINESS AND PROFESSIONS CODE.

## Student Support

### Fair Practices Policy

NCSSM is committed to ensuring equal, fair, and meaningful access to education services. NCSSM does not discriminate in any employment practice, education program, or educational activity on the basis and/or association with a person or group with one or more of these actual or perceived characteristics of age, ancestry, color, disability, ethnicity, gender, gender identity or expression, genetic information, marital status, medical condition, national origin, political affiliation, pregnancy and related conditions, race, religion, retaliation, sexual orientation, Vietnam Era Veterans' status, or any other basis prohibited by California state and federal nondiscrimination laws respectively. Not all bases of discrimination will apply to both education services and employment. Inquiries regarding nondiscrimination and civil rights should be directed to the Program Director.

### Student Services

The program director will be available during office hours to answer questions or provide scheduled one on one assistance. No other student services are available.

### Student Pre-Requisites

The student must meet the requirements and qualifications of the sleep technologist trainee. There is no credit for prior experiential learning.

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## Education and/or Experience

- High school diploma or GED plus six months of direct patient care experience or one year of postsecondary education. OR
- Current enrollment in an accredited educational program leading to a certificate or associate degree with an emphasis in sleep technology.

## Service Management and Professional Issues

- Comply with applicable laws, regulations, guidelines and standards regarding safety and infection control issues.
- Assist with routine equipment care and maintenance and inventory evaluation.
- Obtain and maintain CPR or BCLS certification.
- Demonstrate computer skills appropriate for the position
- Demonstrate effective written and spoken communication skills.
- Demonstrate appropriate social skills.
- Demonstrate customer service skills
- Demonstrate critical thinking skills and ability to follow directions.
- Demonstrate teamwork skills.
- Follow HIPAA policies to maintain the privacy and security of patient information.
- Adhere to sleep center policies related to quality assurance.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee is occasionally required to walk; sit; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In the performance of this job, the employee may be exposed to chemical vapors such cleaning and disinfecting solutions. There may also be skin contact with these substances. The employee may also be exposed to infectious agents including bloodborne pathogens.

## Students from countries outside USA

NCSSM will admit students from other countries. However, NCSSM will not provide visa services or vouch for student status. NCSSM will not cover associated charges. Due to the short-term nature of the 2 week course it is not sensible for NCSSM to provide this service.

## Attendance Policy

The Director must be notified if the student will be absent due emergency/illness. If 1 days is missed, make-up hours may be assigned at the discretion of the Director and must be completed either within 1 month of the completion of the course or at the next scheduled A-STEP Course. Probation is not applicable due to the short nature of the course. If the student is absent for more than 1 day of the course, they will be dismissed from the course effective immediately. Student will have the option to submit a leave of absence and transfer tuition to the next available course or discontinue enrollment. A formal request can be submitted to [ncssm@casleep.com](mailto:ncssm@casleep.com) if a leave of absence is needed.

## Student Code of Conduct

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These regulations and policies are in effect for any student conduct taking place on NCSSM property or is involved in incidents that have a direct negative impact on NCSSM.

NCSSM has established regulations and policies for student conduct that support the mission, goal and objectives. The following conduct violates standards and subjects a student to sanctions under the Student Code of Conduct. Sanctions include but are not limited to, 1-day suspension or expulsion from program. Tuition refund will not be rewarded if code of conduct is violated.

The following conduct is prohibited:

- Acts of dishonesty, including but not limited to the following:
  - Cheating, plagiarism, fraudulently obtaining grades, falsifying research data or results, assisting others in these same acts, or other forms of academic dishonesty.
  - Furnishing false information to any NCSSM official, faculty member, or office.
  - Forgery, alteration, misuse, theft, or using without permission, any NCSSM document, or record.
- Disorderly, lewd, or indecent conduct, including the disruption, obstruction, or unauthorized interruption of teaching, research, convocations, recruiting interviews, social events, meetings, business and administration, disciplinary proceedings, or other NCSSM activities; including public service functions and outreach activities on or off campus, or other activities when the conduct occurs on NCSSM premises.
- Conduct that endangers the health or safety of any member or guest of the NCSSM community.
- Physical abuse, verbal abuse, threats, intimidation, coercion, and/or conduct that threatens or endangers the health or safety of any person.
- False reporting of any emergency. Unauthorized tampering with, and/or accessing of, safety, security, or fire protection equipment or devices. Setting off a fire alarm for reasons other than actual fire or emergency; involvement in setting or causing any unauthorized fire in or on NCSSM property.
- Abuse, unauthorized use, or theft of NCSSM computer facilities and resources, including but not limited to: (a) unauthorized entry into or transfer of, a file to use, read, or change the contents or for any other purpose; and/or a violation of copyright laws; (b) use of another individual's identification and/or password; (c) interfering with the work of another student, faculty member or NCSSM official, or with the normal operation of the NCSSM computing system; or, (d) violating the NCSSM's Standards of Conduct for the Use of NCSSM Computers.
- Violation of NCSSM policies and regulations governing residence in NCSSM owned or controlled property, and access to and use of all NCSSM facilities, including responsibility for the conduct of guests.
- Use, possession, or distribution of alcoholic beverages or public intoxication.
- Use, possession, manufacturing, or distribution of marijuana including for medical purposes, heroin, narcotics, or other controlled substances; use or possession of any illegal and/or unauthorized drugs, prescription drugs, and drug paraphernalia including for medical purposes; being under the influence of illegal drugs; except as expressly permitted by law
- Knowing possession on any premises of any Firearms, explosives, dangerous chemicals or other instruments of destruction, or other dangerous weapons as defined by the laws of the State of California.
- Forgery, alteration, falsification, or destruction of NCSSM documents or furnishing false information in documents submitted to the NCSSM.
- The use of threats or violence against a faculty member or the faculty member's family to secure preferential treatment for grades, loans, employment, or other service or privilege accorded by the NCSSM.
- Any act of unlawful discrimination based on race, creed, color, gender (including pregnancy related conditions), age, sexual orientation, disability, whether actual or perceived by others, military status or military obligations, religion or national origin, gender identity, or genetic information, or any act of employment or educational retaliation against any person who has made a complaint about such discrimination.
- Acts of unwelcome verbal or physical conduct that is sexual in nature.
- Acts of sexual harassment. Sexual harassment, defined as unwelcome sexual advances, requests for sexual favors, and other visual, verbal, or physical conduct of a sexual or gender bias nature constitute sexual harassment when:
- Sexual harassment may take many forms-subtle and indirect, or blatant and overt. Sexual harassment includes sexual violence, sexual assault, dating violence, domestic violence, stalking and coercion or similar acts in violation of state or federal law. For example:
  - It may occur between individuals of the opposite sex or of the same sex.
  - It may be aimed at coercing an individual to participate in an unwanted sexual relationship or it may have the effect of causing an individual to change behavior or work performance.



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- It may consist of repeated actions or may even arise from a single incident if sufficiently severe.
- It may also rise to the level of a criminal offense, such as battery or sexual violence.
- Acts of Sexual Violence. Sexual violence is a physical act perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol or other factors which demonstrate a lack of consent or inability to give consent. An individual also may be unable to give consent due to an intellectual or other disability. Sexual violence includes, but is not limited to, rape, sexual assault, sexual battery, and sexual coercion.

## Social Media Policy

To outline and set standards of conduct on social media websites for all NCSSM students.

If a student maintains a presence on social media he/she must adhere to the following best business practices.

- Students must abide by all applicable confidentiality laws and policies. No disclosure of identifiable information regarding a fellow student, business affiliate, or patient is permitted.
- If any student identifies as a participant of the program and, if relevant, their role at the program it should be clear they speak for themselves and not on behalf of the program.
- Students are personally responsible for content they publish online.
- Students should obtain approval from the program director before establishing a practice-hosted blog or another social media site or forum.
- Absolutely no photos should be taken inside the facility to protect against capture of documents, paperwork, patient charts, or other information protected by privacy law.
- Any student improperly using social media will be subject to immediate expulsion.

## Grievance Policy

The grievance procedure is intended as a tool by which a student may formally have a grievance, regarding any condition of their education, heard by the Program Director of the Company.

In the event of a student wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their Program Director as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrive Northern California School of Sleep Medicine students.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.

### Stage 1

A student who has a grievance, should raise the matter with his Program Director immediately either verbally or in writing. If the matter itself concerns the students immediate program director, then the grievance should be taken to the operations director.

### Stage 2

If the student remains aggrieved there will be a final level of appeal to the Grievance officer. This appeal must be made in writing, enclosing a copy of the original Formal Grievance form, to the Grievance officer within ten working days of receipt of the Stage 2 response. The grievance officer will arrange and hear the appeal with and respond formally with a full explanation within 20 working days.

Where a grievance is raised against a Director, then the grievance will be heard by the Grievance officer.

There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

### Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those

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involved in the mediation what they should do. The mediator oversees the process of seeking to resolve the problem but not the outcome.

Northern California School of Sleep Medicine will seek to identify employees who have been trained and accredited by an external mediation service who can act as internal mediators in addition to their day jobs. When this is not appropriate the Company will source an external mediation provider. Mediators will work individually or in pairs as co-mediators.

There are no hard-and-fast rules for when mediation is appropriate but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line program director and their staff
- at any stage in the conflict if any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Northern California School of Sleep Medicine formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.

Grievances will be tracked and summarized to identify trends in problems. The results of investigations into incidents will be aggregated and summarized. The Grievance report will remain in the Grievance Binder for reference for no less than 24 months.

## The A-STEP Introductory Course Program

### Introduction

The American Academy of Sleep Medicine (AASM) developed the Accredited Sleep Technologist Education Program (A-STEP) to promote the standardization of sleep technologist education and training. A-STEP equips students with the knowledge and skills they need to excel in the profession of sleep technology. The live 80-hour Introductory Course is regularly offered by Northern California School of Sleep Medicine and consists of in-person instruction and training on sleep, sleep disorders, sleep studies and patient care. The program concludes with a three-hour online exam provided by the AASM.

### Class and Office hours

#### A-STEP Introductory Course

The program includes a minimum of eighty (80) hours of instruction. This instruction is continuous, emphasizes hands on learning and does not extend beyond an eight (8) week period.

The course is performed from 8am until 5pm with a one-hour break for lunch, weekdays only. Dates vary annually. 2023 dates are listed below.

- January 23- February 3, 2023
- June 12-23rd, 2023

#### Language Proficiency information

The live course and all supplemental resources provided to students will be spoken and written in the English language. The level of English language proficiency acceptable of students is a minimum TOEFL iBT score of 72. The Test of English as a Foreign Language (TOEFL) will be accepted, if applicable. English language service will not be provided by NCSSM.

Course hours may vary between 8-hour days and 4-hour days. Attendance hours are 8:30am-5:30pm (with a 30-60-minute lunch break) or 8:00am-12:00pm.

#### Dress Code

Students should wear clean, pressed, matching scrubs.

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## Office Hours

Regular office hours of the Program Director are 9:00am-4:00pm Tuesday-Friday. Students may schedule appointments during these hours at discretion the program director. After hours' appointments can be arranged while the program is in session. Students have the option to communicate via phone or email and can expect a response of 2 business days.

## Program Director contact information

Caitlin Salter  
[NCSSM@casleep.com](mailto:NCSSM@casleep.com)  
(916) 789-0112

## Correspondence and office location

NCSSM ATTN: Caitlin Salter  
1130 Conroy Lane Suite 600  
Roseville, CA 95661

## Course location

California Sleep Solutions  
4232 H Street  
Sacramento, CA 95819

In any case where the course must be cancelled or postponed caused by or resulting from lack of interest, Acts of God, war, civil commotion, fire, flood or other casualty, labor difficulties, shortages of labor, materials or equipment, government regulations, unusually severe weather, or other causes beyond reasonable control, students will receive reimbursement of tuition or be added to the roster of a future course.

## Facility Requirements

The program is associated with a sleep disorders center accredited by the American Academy of Sleep Medicine. The program has access to polysomnographic recording and treatment equipment used routinely by sleep technologists. A classroom for didactic instruction will be used if the course has more than four students in attendance. NCSSM has no responsibility to find or assist a student in finding housing during the term of the course. Student housing or incurred living expenses are not provided by NCSSM. Several hotels and short-term rental properties are available reasonably near the course location. The approximate short term rental cost in the East Sacramento and Midtown Sacramento neighborhood is \$70/night.

## Equipment

The following material will be made available to participants.

- Presentation screen
- Quiet, comfortable classroom, tables, and chairs
- Polysomnographic equipment
  - Alice 6 Diagnostic base station, headbox, and ancillary accessories.
  - Computer availability (ratio=1-2 students per 1 computer)

## Library

The program has a library that includes, at a minimum, copies of

- The International Classification of Sleep Disorders, Third Edition
- Clinical Practice Parameters of the American Academy of Sleep Medicine
- The AASM Manual for the Scoring of Sleep and Associated Events: Rules, Terminology and Technical Specification (e-version)
- CPR/AED for the Professional Rescuer by the American Red Cross, most recent edition.

Students will have access to the above materials while they are enrolled in the course. Student must submit an email to [ncssm@casleep.com](mailto:ncssm@casleep.com) requesting to bring any library items outside of the facilities, otherwise on-site access is available while the course is in session. In addition, each student will receive a personal copy of Fundamentals of Sleep Technology on first day of attendance.

## Payment and Tuition

Tuition includes 80 hours of live education and hands-on instruction of sleep technology, access to vital resources used in sleep medicine, textbooks, cost of the 80-Hour Introductory Final Exam provided by AASM and other learning materials.

The total cost of the A-STEP Introductory Course is \$3,500.00. This total included a non-refundable registration fee of \$250.00 and Student Tuition Recovery Fund fee of \$6.25. The registration fee must be submitted with the application to reserve placement. Payment in full is due two weeks prior to the first day of the course.

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NCSSM offers the following payment options:

- Payment by Mail: Payment by check can be mailed to Northern California School of Sleep Medicine 1130 Conroy Lane Suite 600
- Pay by credit or debit card is accepted through Square.
- Payment plans can be offered on a case by case basis at the discretion of the program director. Payment is full is always due prior to the last day of the course.
- Financial aid is NOT provided through NCSSM. NCSSM does not participate in federal or state financial aid programs.

## STUDENT'S RIGHT TO CANCEL

The final date to cancel enrollment is no shorter than 2 weeks prior to start of the course selected. Registration fee can be transferred to a future course but not refunded. A letter must be signed and emailed to [ncssm@casleep.com](mailto:ncssm@casleep.com) to notify staff of the student's decision to cancel enrollment and obtain a refund if applicable.

If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. **If the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.**

## § CCR 76215. STUDENT TUITION RECOVERY FUND DISCLOSURE

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900, (888) 370-7589 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

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7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## CEC §94909

If the student defaults on a federal or state loan, both the following may occur:

The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

## Curriculum

The course syllabus is electronically delivered to students one week prior to the first day of the course and is subject to change.

The syllabus will include the following topics:

- An introduction to the history of sleep and an overview of sleep disorders and sleep medicine.
- A basic understanding of the nervous, respiratory, skeletal and cardiovascular systems as pertains to sleep disorders.
- Training in patient safety incorporating infection control techniques, fall precautions and recognizing emergencies.
- A basic understanding of involvement in quality improvement to enhance patient quality and safety in the future.
- Training in obtaining patient histories, interpersonal communication and management of the challenging patient.
- Training in patient confidentiality, informed consent, and discussion of HIPAA regulations.
- Awareness on the use of sleep questionnaires.
- Indications for sleep diaries and actigraphy.
- A basic understanding on the effects of common medications on sleep.
- Instruction in preparation of the patient and equipment for polysomnography.
- Instruction in preparation of the patient and equipment for out of center sleep testing.
- Introductions to polysomnographic recording, treatment equipment and electrical safety.
- Introduction to sleep stage scoring and polysomnographic event detection.
- Instructs the student in standard polysomnographic procedures, including the multiple sleep latency test and maintenance of wakefulness test.
- Instruction in the application of positive airway pressure and supplemental oxygen as well as discussion of nocturnal ventilation.
- Instruction in the application of all available therapies for sleep related breathing disorders (i.e. PAP, titration of oral appliance, ASV, AVAPS, and other approved treatment modalities).

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## Evaluation

### Standards for Student Achievement

Quizzes and assignments may be administered on a day-to-day basis depending on the topic. A midpoint evaluation is delivered that allows for correction of deficiencies in knowledge. The program maintains objective measures of success, including but not limited to: Performance of students on standardized sleep technology trainee tests; Student assessments of the program and how well they were prepared for work; Employer assessments of student proficiency. Upon completion of the 80-Hour Introductory Course students will be required to take the 80-Hour Introductory Course Final Exam. The 80-Hour Introductory Course Final Exam is provided online by the American Academy of Sleep Medicine (AASM). Trainees have up to three attempts to pass the exam with a rate of at least 70%.

Students who do not pass the exam within the three attempts will be required to repeat the 80-Hour Introductory Course to receive a new testing code.

### Record Retention

Student performance and attendance will be logged in a secure file for each student. Grades and records will be used to assess overall performance of student, instructors, and program material. Records will be kept confidential and faculty other than the Program Director will have access on a need to know basis. The records must be maintained even if NCSSM ceases to operate and must be easily accessible and available to legal counsel retained by NCSSM to provide continuum indefinitely after it ceases as an organization. In the event NCSSM is purchased by another entity, all records immediately convert to the policies of the purchasing organization. Additionally, all records of cases involved in litigation are kept until the case is concluded, even if it goes beyond the time prescribed by law.

### Notice Concerning Transferability Of Credits And Credentials Earned At Our Institution

The transferability of credits you earn at NORTHERN CALIFORNIA SCHOOL OF SLEEP MEDICINE is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the A-STEP INTRODUCTORY COURSE CERTIFICATE OF COMPLETION you earn in THE A-STEP INTRODUCTORY COURSE is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending NORTHERN CALIFORNIA SCHOOL OF SLEEP MEDICINE to determine if your certificate will transfer.

Credits do not transfer to other institutions. A certificate will be provided on the final day of the course and upon completion of the ASTEP final exam.

### Job Placement

Participants who complete the ASTEP introductory course are invited to apply for an internship at California Sleep Solutions. Interns have the ability to transition into a trainee position if competencies are met. This position is categorized as **29-2012** under the United States Department of Labor's Standard Occupational Classification code. Job placement at other institutions are not offered.

### Custodian of Records

Student records, applications, assignments, and grades will be stored in a password protected OneDrive. This drive will only be accessible by the program director. Academic and Financial records will be maintained together.

The OneDrive is secured with a unique login and all activity is tracked and monitored. All paper records will be scanned and shredded or given to the individual who submitted the item.

Custodian: Caitlin Salter  
Physical Address: 1130 Conroy Lane Suite 600, Roseville, CA 95661  
Phone: 916-789-0112  
Email: [ncssm@casleep.com](mailto:ncssm@casleep.com)

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## Program Maintenance

### Confidentiality of Information

Students shall be instructed and expected to honor the confidentiality of all patient records. Students shall, during orientation or in-service training, be informed of NCSSM policy relating to confidentiality of information. All patient information is considered confidential and access to records is on a need-to-know basis only. Unnecessary conversation or communication relative to confidential patient information shall be prohibited.

Laws, policies, and best practices related to both general and student data privacy at the California Department of Education. It provides data privacy information for parents, teachers, local education agencies, and the public.

Materials and resources administered to students are for educational purposes only and should not be duplicated or transmitted in any fashion, including electronically.

### Quality Improvement Plan

NCSSM will strive to improve organizational performance using continuous, objective, and systematic monitoring, measuring and evaluation and services provided by NCSSM.

The program will:

- Solicit and encourage input from all students.
- Utilize measurable criteria to assess:
  - The structure and operation of the organization.
  - The process of providing education.
  - Performance outcome of students on quizzes, assignments, midpoint exams, and the 80-Hour Introductory Final Exam provided by AASM.

OBJECTIVES:

- Identify problems and other opportunities to improve in a timely manner.
- Implement appropriate corrective or follow-up actions when problems or other opportunities to improve are identified.
- Assure compliance with established standards of care, company policies, and all relevant state and federal regulatory statutes.
- Assure academic outcomes are acceptable.
- Assure grievance procedures are acceptable.

The following areas will be evaluated for improving performance in, at least:

- Fiscal accountability and responsibility.
- Compliance with federal and state regulations.
- Compliance with community and industry practice guidelines.
- Organizational policies and procedures.
- It is expected that each indicator/activity will also address specific dimensions of performance.

DATA COLLECTION METHODS:

- Student Surveys
- Student Grievances
- Quiz results
- Exam results
- Homework results
- The 80-Hour Introductory Final Exam provided by AASM pass rate.
- Employer assessments of student proficiency.

PROBLEM SOLVING METHODS:

Following the identification of areas for improvement, the Program Director will recommend appropriate follow-up action that may take the form of:

- Revise/develop/implement policies and procedures as required.
- Review/revise orientation program.

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- Review/revise syllabus and/or presentation content.