



# SCHOOL POLICY

SITI CARE Training Institute  
Off kagundo rd., Joska town  
Behind Weacon supermarket  
P.O. Box 257676-00100  
G.P.O, Nairobi Kenya  
Tel. +(254) 0732 767697 / 0708 102277  
0724 532222 / 0743 040503  
[robinsiticaretraininginstitute@gmail.com](mailto:robinsiticaretraininginstitute@gmail.com)  
[www.siticare.ac.ke](http://www.siticare.ac.ke)

## *About us*

SITI CARE Training institute is a TVET college in Kenya registered under Government of Kenya. The skill base training institute was established to increase knowledge to those with passion in health care training.

The college was established after realizing that there is a gap in the health care sector which needs to be filled by offering the training for being a part of the support system for health care. The graduands are required to work in the medical field in conjunction with other medical personnel. They also undertake strict and supervised training to ensure they are ready for the market.

We offer a variety of courses and programs. We specialize in training Healthcare Assistant (HCA), Community Health Assistant (CHA), Health Services support (HSS), Certified Nursing Assistants (CNA), Medication Terminology, CPR/BLS/First Aid and prepare Registered Nurses (KRNCHs) for their National Council Licensure Examination (RN NCLEX) exams.

Our program type is full and part-time programs, evening and Saturday classes, distance learning programs through e-learning (online learning)

We offer globally recognized certification through partnership with bodies like TVET-CDACC, NITA and SDC Canada.



### *Mission Statement:*

Our Mission is to offer quality and advanced medical training team -developed and professional education to all with passion for healthcare.

### *Ethical Statement*

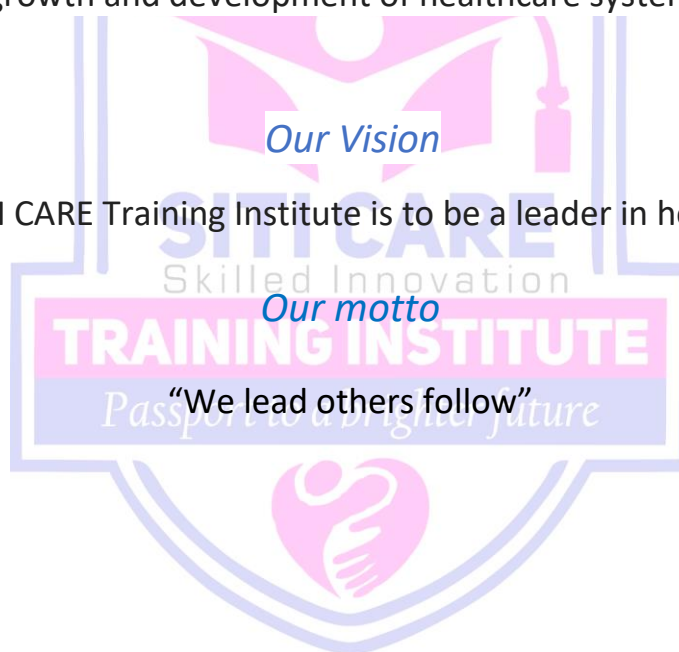
The SITI CARE Training Institute recognizes the critical shortage of healthcare workers all over the world. We aim in Training highly qualified healthcare professionals who have passion of taking care of the sick. By doing so, we aim to contribute to the growth and development of healthcare systems globally.

### *Our Vision*

The vision of SITI CARE Training Institute is to be a leader in healthcare training.

### *Our motto*

**"We lead others follow"**



## Welcome

Welcome to SITI CARE Training Institute. We offer RN NCLEX (Registered Nurse National Council Licensure Examination) preparation classes, CNA/HCA (Certified Nursing Assistant), Home Health Aide (HHA), Medication Technician (MT) and CPR/BLS/First Aid. These programs provide quality comprehensive education settings for all students. At the end of the program students will be able to:

- Provide basic health and personal care for the patients and residents regardless of setting.
- Secure a job in the respective areas of study.

Furthermore, it will give you that sense of fulfillment and responsibility that health care professionals enjoy in our community.

I hope that you find the program exciting and rewarding.

I would like to take the opportunity to wish every student success in the program. I assure you that you have made a commendable choice in making the healthcare profession your career.

We congratulate each student on making this career choice.

Thank you,

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## HEALTH CARE PROGRAMS

### What are health care programs?

Health care programs are a program that provides individuals with passion the knowledge and skills needed to work as health care professionals. The training program typically includes classroom instructions and clinicals practice, covering topics such as medical terminology, infection control, vital signs measurement, personal care skills, and communication techniques. After completing the training and passing a competency exam, individuals can become qualified health care professionals and start their career in healthcare.

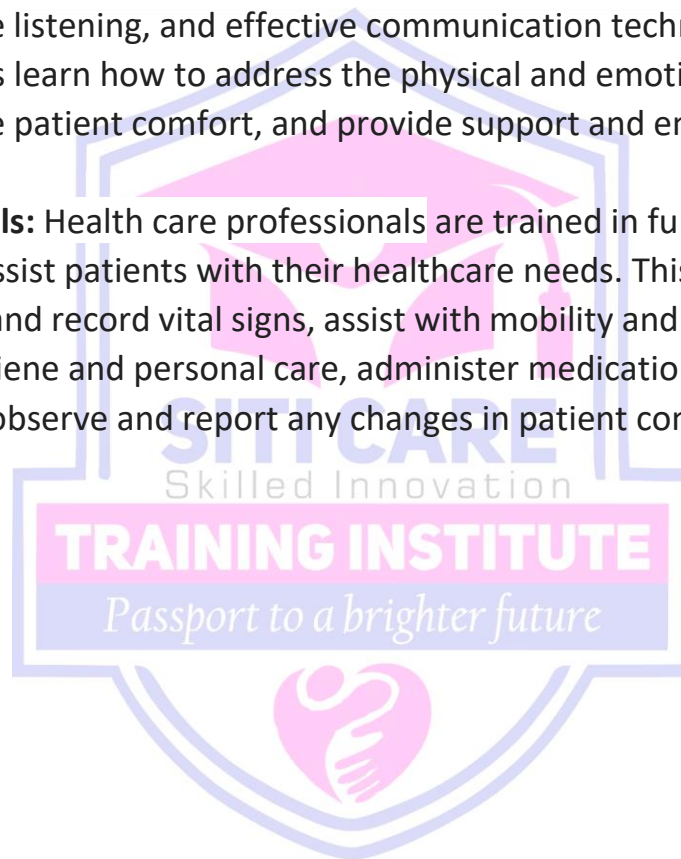
***Healthcare Assistant (HCA), Community Health Assistant (CHA), Health Services support (HSS), Certified Nursing Assistants (CNA), Medication Terminology, CPR/BLS/First Aid and prepare Registered Nurses (KRNCHs) for their National Council Licensure Examination (RN NCLEX) exams.***

- 1. Classroom Instruction:** These programs include theoretical classroom instruction that covers essential topics related to nursing fundamentals and patient care. This includes subjects such as anatomy and physiology, medical terminology, infection control, communication skills, ethical considerations, and legal responsibilities of health care professionals.
- 2. Clinical Skills Training:** Practical training is crucial in the health care component of curriculum requirements. It involves hands-on learning experiences to develop proficiency in various clinical skills necessary for providing basic patient care. These skills may include taking vital signs, assisting with activities of daily living such as bathing, dressing, and grooming, feeding, providing basic wound care, and proper use of medical equipment.

**3. Health and Safety:** Health care professionals must have passion in health and safety protocols to ensure the well-being of patients and themselves. The curriculum covers topics such as infection prevention and control, proper body mechanics, emergency procedures, patient safety, and maintaining a clean and safe environment.

**3. Patient Care and Communication:** Effective communication and compassionate care are essential for health care professionals. Developing skills in patient interaction, active listening, and effective communication techniques. Health care professionals learn how to address the physical and emotional needs of patients, promote patient comfort, and provide support and encouragement.

**4. Basic Nursing Skills:** Health care professionals are trained in fundamental nursing skills to assist patients with their healthcare needs. This includes learning how to measure and record vital signs, assist with mobility and ambulation, provide basic hygiene and personal care, administer medications under supervision, and observe and report any changes in patient condition to the nursing team.



**5. Clinical Experience:** Health care professionals' programs typically include a clinical practicum or internship, where students gain supervised hands-on experience in real healthcare settings. This allows students to apply their knowledge and skills in a practical environment, working directly with patients under the guidance and supervision of experienced nursing professionals.

**6. Certification Requirements:** In addition to the curriculum requirements, health care professionals must meet specific state certification requirements. These may include completing a specified number of classroom and clinical hours, passing a competency exam (written and practical). It is advisable to check the requirements of the specific program where you plan to pursue your health care professional education.

#### **I. Eligibility**

A. To be eligible, you may need to meet some or all the following criteria:

B. Must be above 18 years of age and holding an Identification card or a valid passport.

C. Must be of sound mind, good character with no criminal record and willing to serve in the capacity of a CNA (Certified Nursing Assistant).

D. Must possess a certificate of KCSE

(a). Application fee Kshs.3,000/= (Three Thousand Kenya Shillings) nonrefundable.

Tuition fee will cater for classes, assessment, certificate, student's name tag, uniform (scrubs).

E. Textbooks and online materials we will advise accordingly. Each student is advised to tablet or digital gadget



## **School Policies and Regulations**

### **Leave**

A student can take leave of absence from the school for family/personal emergencies, provided the student is in good academic and financial standing with SITI CARE Training Institute. However, the student must return to school within six months to complete the program. The student must take and pass a challenge exam on all the units already completed. The challenge is administered at a fee of Kshs.1500.00. The administration will evaluate case by case. Any leave of absence that extends longer than six months would require that the student re-register to re-start the program from the beginning.

### **Absences**

Full attendance is required for students to complete the program. If for any reason, the student is to be absent from school or clinical, it is the student's responsibility to notify the school in advance of class time if he/she will be absent for that class day. When absent, it is the student's responsibility to make assignments within a week's period by deciding with the instructor. There are no excused absences. Regardless of the reason, if a student is absent from two classes, clinical, or classroom, he/she will be dropped from the course. Four (4) tardiness or early departures will also result in termination.

Absenteeism is calculated from the first day of class and there is no excused absence. Students must be on time for all class and clinical assignments and stay for the duration of the class and clinical time. A student will be dropped from the program if the student missed more than 10 hours of classroom, including lab hours, or 5 hours of clinical, regardless of reason. A conference will immediately be arranged with the Director when the student misses the stated hours, to discuss the student's continued participation in the program. All missed classrooms, laboratory, and clinical hours must be made up for the student to complete training.



## Class Cut

SITI CARE Training Institute reserves the right to cancel classes due to the insufficient number of students enrolled in class.

## Make up Work

All missed classrooms, laboratory, and/or clinical time must be made up for the student to complete the program. It is the student's responsibility, within two days (2) after the student returns to school, to contact the instructor and arrange to make up material and experiences missed. The instructor may assign additional make-up work to be completed for each absence. All missed clinical time must be made up in the clinical setting and will be arranged at the convenience of the instructor. There is a payment of Kshs2,000.00 (Kenya Shillings Two Thousand) an hour for each hour of clinical that must be made up.



## lateness

Excessive lateness for class lectures, lab or clinical will be grounds for withdrawal from the program. Students who have three (3) lateness or early departures will be advised to meet with the Director to evaluate the student's continuation in the program. A student is considered tardy if he/she comes in or leaves class, laboratory or clinical setting 15 minutes after the start or before the end of class, laboratory or clinical.

## Interruption for Unsatisfactory Attendance

If a student has an unsatisfactory attendance record, they will be dropped from the program. Unsatisfactory attendance includes missing more than 10 hours of classroom, including lab hours, or 5 hours of clinical experience or 4 late arrivals or 4 early departures from class, laboratory, or clinical time.

## Admission

Admission to SITI CARE Training Institute is open to all on a first come first served basis, regardless of race, religion, age, special needs (online classes available). All prospective applicants must complete and submit application to the office no later than seven days prior to the communication of classes. Enrollment day is the first day of each session, or earlier.

## Student Responsibility

Each student is responsible for the completion of the academic program in which the student is enrolled. The student must understand all the requirements for the program, including unacceptable behaviors and the minimum grades required to graduate from the program. Students are encouraged to seek the assistance of the instructors when needed.

## Admission Requirements

Prospective students must be eighteen (18) years or older to enroll in the program and must show proof of:

A. K.S.C.E CERTIFICATE (ANY OTHER EQUIVALENT CERTIFICATE)

**STUDENTS WHO ARE ABOUT TO BE 18 BEFORE PROGRAM COMPLETION** *must be interviewed in the presence of a parent or guardian and this (an Agreement) must bear his/her signature. I certify I was present during the interview. I understand the terms and conditions of this School Catalog and, if accepted by SITI CARE Training Institute, I agree to be responsible for its terms.*

F. ☐ Parent \_\_\_\_\_

G. ☐ Guardian \_\_\_\_\_

Signature: \_\_\_\_\_



*Also, we will require a letter from the student's high school Principal/Counselor indicating that the student's work/school schedule will not be affected during study at SITI CARE Training Institute.*

### Admission Procedure

- A. Submit a completed admission application with KSHS.3,000/=
- B. Picture Identification Card (ID)
- C. Submit all documentation proofs of educational requirements (High School Certificate).
- D. Certificate of good conduct

SITI CARE Training Institute reserves the right to evaluate special cases and to refuse admission to an applicant when it is in the best interest of the individual and/or the program.

### Acceptance

Each prospective student will be notified by writing or email of acceptance into the program.

### Enrollment Date

The enrollment date is on or before the first day of each session. No enrollment will be accepted after the second day of the class session.

## Grading System

The progress and quality of a student's work is measured by a system of letter grade. Separate grades will be allocated to class work and clinical work.

### Grading Scale for Class Work

Grades	GPA	Percentages
A+	4.5	98-100%
A	4.0	93-97%
A-	3.8	90-92%
B+	3.5	87-89%
B	3.0	83-86%
B-	2.8	80-82%
C+	2.5	78-79%
<b>NOT PASSING</b>		
C	2.0	73-77%
C-	1.8	70-72%
D+	1.5	67-69%
D	1.0	63-66%
D-	0.8	60-62%
E	0.0	59 % and below

A clinical procedure sheet will be used to access and document students' ability to perform all the critical components of skill expectations. Clinical and laboratory learning experiences are grades either S = Satisfactory or U = Unsatisfactory. Each student must achieve a minimum of a satisfactory rank for clinical performance to pass. A student who is unable to demonstrate the competent profile for each skill will receive an unsatisfactory grade.

## Minimum Satisfactory

Students must score 78% or better in theory and be satisfactory in the clinical to graduate. Clinical learning experience with a grade satisfactory will be accepted to continue and pass the program.

### Conditions for Expulsion or Suspension for Unsatisfactory Grades or Progress

Students who continue to maintain below a “C” grade after probation will be suspended for unsatisfactory grades.



and satisfactory clinical practice. Students will be informed of their grades after each test.

Students will be made aware of their progress on a quarterly basis. A student who is not performing a/or above “C” grade will receive academic counseling.

## Probation

A student who makes lower than a “C” grade after (20) hours of instruction will be placed on academic probation. The instructor and/or program director will review the status of the probation. Students will be allowed only two probationary status periods after which they will be expelled from the program.

## Re-entrance if Student Dismissed for Unsatisfactory

Students who withdrew or were dismissed from the program for unsatisfactory progress will have the opportunity to re-enter the program after consultation with the program director. To be considered are:

- A. History of student performance
- B. Evidence of potential for successful performance
- C. Extent to which extenuating circumstances affected the student's performance and whether these circumstances have been removed.
- D. Available space and resources



## Transcripts

All students' progress records shall be accurately recorded and ready to be furnished to the student upon request of transcript. The first student transcript will be provided at no charge for the student. However, subsequent additional transcripts will be at a cost of Kenya shillings 1000.00 to the student. The student is requested to write the transcript with the proper fees stating name, Student ID number and date of graduation.

Student Conduct Students are expected to always exhibit acceptable behaviors while on school grounds for the following reasons:

- A. To maintain an appropriate learning environment
- B. To enable the students to enter the healthcare profession
- C. To maintain the safety of the school premises, students and staff

SITI CARE Training Institute will not tolerate any behavior considered inappropriate, disruptive, and unacceptable. Exhibiting unacceptable conduct may result in either probation, suspension, expulsion or other disciplinary action. The following behaviors are considered unacceptable, but this list is not all inclusive:

- Abuse or threatening abuse to others
- Falsification of school or client records
- Breach of confidentiality
- Fighting or instigating arguments with fellow students or staff
- Insubordination to instructor or any other staff members of the school
- Being loud, discourteous, or using profane language
- Possession of firearms or other weapons in school or clinical premises
- Possession or use of alcoholic beverage, illegal narcotic, or drugs in school or clinical premises
- Failure to adhere to safety standards protective of self and others.
- Breach of any local laws

## Refund Policy

Refunds will be calculated from the date of withdrawal, which is the last date of actual attendance. Written notice of intent to withdraw must be given to the program director or Administrator. NO refund will be made to a student who withdraws unofficially or who has been required to withdraw by the school.

Refunds will be issued on tuition and fees under the following circumstances:

- A 100% tuition refund will be issued if a student withdraws before the first day of class or the school cancels the class.
- A 75% refund shall be made if the student withdraws within the first 25% of the period of enrollment for which the student was charged.
- To comply with the applicable local regulations regarding funds.

NO refunds will be issued on the Registration fee, Books, criminal

background, or Insurance fee. NO refunds will be issued to a student who

was made to drop due to misconduct or poor progress.

## Grievances

SITI CARE Training Institute is interested in the welfare of students. A student who has grievance is encouraged to present the complaint with the instructor and if the student receives an unsatisfactory response, then the student will take the complaint in writing to the program director. If the resolution is unsatisfactory, the student can forward complaints to [robin.siticaretraininginstitute@gmail.com](mailto:robin.siticaretraininginstitute@gmail.com)

Grievances can also be submitted in writing to the Council on Occupational Education at:

SITI CARE Training Institute  
Off kagundo road, Joska town  
Behind weacon supermarket  
P.o. box 257676-00100  
G.p.o, Nairobi, Kenya.  
Tel. +(254) 0732 767697 / 0708 102277  
0724 532222 / 0743 040503  
[robin.siticaretraininginstitute@gmail.com](mailto:robin.siticaretraininginstitute@gmail.com)  
[www.siticare.ac.ke](http://www.siticare.ac.ke)



## Health and Safety Plan

In case of an incident on school premises, the student is to let the Instructor or Administrative Personnel know of the occurrence right away. The Instructor or Administrative Personnel will then fill out an Incident Report. The Incident Report will be forwarded to administration, and appropriate actions will take place.

## Dress Code

In the classroom, students are expected to dress in school supplied Scrubs, closed shoes. The students are expected to abide by the policies of the host nursing facility. The expected dress code includes Scrubs and closed shoes.

Hoop or dangling earrings, long fingernails, jewelry, or strong fragrances are not allowed to be worn by students in the clinical or classroom settings. Every student must be a well-groomed person with clean clothes and hair.

No fake or acrylic nails.

## Student Identification

A student of SITI CARE Training Institute shall be identified with a name tag that indicates if the student is a nurse aide trainee at SITI CARE Training Institute. The name tag shall include the word “trainee” or “student” after the student’s name and shall be worn by each student during clinical experience.

All students' records will be kept in a locked cabinet for safekeeping. A student's written consent must be obtained before any type of confidential records are released. However, students' records will be released without the student's consent in the following situations:

1. When records are required by the school officials in the proper performance
2. Organizations conducting studies for educational and government agencies
3. Financial Aid Request
4. In response to legal court orders
5. Appropriate people in case of an emergency

## Maintenance of Records

All students' records will be kept in the office for five (5) years. If SITI CARE Training Institute goes out of business or ceases to operate, all records will be kept in a bonded storage facility in Nairobi, Kenya under the trade school name.

## Procedures for Examination of Records

A student requesting an inspection of educational records must do so in writing. The school will contact the student within 3 days to set up a date, time, and place for such an inspection. The inspection must be done within 30 days of receipt of the request for inspection of educational records from the student.

## Challenge of Students Record

A student may challenge an educational record which the student considers to be inaccurate, misleading, or in violation of his/her privacy or other rights. Such challenges shall be in writing and shall include the reason for the fault in date and the name or addresses of all people who may have knowledge, information, records, or faulty data questions. Within 30 days of the receipt of the request, the program director shall investigate and notify the student of the outcome of the investigation and the possibility of altering the records to reflect the correct data.

## Name or Address Change

Students must notify the office immediately of any change in name, address, or/and telephone number. This is to facilitate communication between the school and the student.

## Smoking, Drug and Alcohol Policy

SITI CARE Training Institute is a smoke-free school. Smoking is not allowed anywhere inside of the building. It is a drug and alcohol-free zone.

## Assistance with Job Placement

SITI CARE Training Institute **DOES NOT** guarantee jobs or salaries, but has contact with many hospitals, nursing homes, clinics, and other health care facilities in the community. SITI CARE will link graduates with well-known job openings.

## Changes to Curriculum, Fee, or Other Requirements

The governing body and/or administration of SITI CARE Training Institute reserves the right to change at any time without notice; the graduation requirements for any class, fees, and other curriculum, course structure & content, and other such matters as may be within its control of an outside agency. Any such changes will be an addendum that will be effective on the next class day.

## Description of Space, Facilities and Equipment

The classrooms have tables and chairs to accommodate 20 to 30 students comfortably with adequate lighting and an atmosphere that is conducive to students learning and testing. The classrooms contain a White board and Notice board with reference materials for instructions and student use. Labs are set like a client room, complete with the equipment and supplies normally found in a client room, as well as those items needed for skill instruction, practice, and return demonstration.

The faculty and students will have equipment, materials, and supplies necessary for student education.



COURSES OFFERED	NO. OF HOURS NEEDED FOR COMPLETION	
HCA (Health care assistant)		
CHA (Community Health Assistant)		
HSS (Health Support Services)		
CAN (Certified Nursing Assistant)		

NB

Please take note that level 5 hours are..... and level 4 hours are.....

### Certification

Every student who has completed the requirements for a program upon graduation will receive a certification.

### Office Hours

The office is open from 8:30 am to 5:00 pm, Monday through Friday. The office phone number is

**0708 102277, 0732 767697, 0724 532222, 0743 040503**

**THANK YOU**



To: All SITI CARE TRAINING INSTITUTE STUDENTS

REFERENCE: SITI CARE WORK OPPORTUNITIES

Dear students,

We would like to inform you that SITI CARE Training Institute has no obligation to find jobs for students under any circumstances. It is important to note that our institute's primary focus is on providing quality education and training to our students who have a passion for health care. While we strive to equip our students with the necessary skills and knowledge for their future careers, finding employment opportunities both locally and internationally is the sole responsibility of the individuals themselves. We encourage you to explore various resources and networks available to secure job opportunities.

Please feel free to reach out to our career counseling team if you need guidance on job search strategies or any other career-related advice. We are here to support and assist you in your professional development.

Best regards,

SITI CARE TRAINING INSTITUTE

Student Name X\_\_\_\_\_Date \_\_\_\_\_

Student Signature X\_\_\_\_\_

## STUDENT ACKNOWLEDGEMENTS

This School Catalog, together with other published SITI CARE policies, procedures, and student conduct codes, shall constitute the entire agreement between Student and SITI CARE. I understand and agree that these written documents supersede any prior or contemporaneous oral or written statements and may not be modified without the written agreement of the SITI CARE Administrator.

I have received or read a copy of SITI CARE current School Catalog, the provisions of which I accept including without limitation its grounds for termination. I have read and understand all provisions of this Agreement. I understand that my enrollment and SITI CARE obligations under this Agreement (except the Refund Policy and Cancellation Policy sections above) may be terminated by SITI CARE if I fail to comply with SITI CARE's attendance, conduct, academic, and/or financial requirements. By signing below, I confirm my agreement to the terms and conditions outlined on all thirty pages of this School Catalog.

X \_\_\_\_\_  
Student Signature      Print Name      Date

X \_\_\_\_\_  
Administrator      Print Name      Date