

# Sanford Health NA Training Program Frequently Asked Questions

**Have a question? We've got answers.**

**Scroll down to browse all topics or click a link below to jump straight to what you need.**

[Who is my instructor?](#)

[How do I get a textbook?](#)

[What do I wear?](#)

[How do I get paid?](#)

[Where do I find my CNA courses?](#)

[Help with Success Center](#)

[What is the grading policy?](#)

[Can I work from home?](#)

[What happens if I fail to meet the program expectations?](#)

[What is the disciplinary action policy?](#)

[Is a remediation plan mandatory?](#)

[What disability services are available?](#)

[What if I miss an in-person / hands-on training session?](#)

## ❖ **Who is my instructor?**

### **Answer:**

You will have two instructors. One virtual instructor (State Coordinator) and one in-person instructor (CLDS – Clinical Learning and Development Specialist). These are Licensed Nurses who have experience in Long Term Care. \*In some cases, these roles are carried out by the same person.

Your State Coordinator will identify themselves through email and other communication with you.

Your CLDS will be identified to you when they are in your facility for CNA and other types of hands-on training.

You can find the names and contact information for all the state coordinators under the 'Meet the Team' button on the Sanford Health NA Training Resources page:

<https://webapps.sanfordhealth.org/sanfordlearn/files/SanfordLearnCourses/CNA/Website/StateCoordinatorTeam.pdf>

### ❖ How do I get a textbook?

#### Answer:

While enrolled in the NA Program you are provided with an electronic textbook. If you wish to have a hard copy you may purchase one.

The textbook should be accessed through the Sanford NA training resources website link:

<https://bc.vitalsource.com/tenants/sanfordhealthplancornerstone/books/9780323655620>

### ❖ What do I wear?

#### Answer:

- Always follow your facility's dress code.
- Name tags should be worn anytime you are in the facility.
- Name tags should always be worn on the upper right shoulder.
- For State Testing – Refer to State Handbook and / or testing instructions.
- For In-Person Training (Supervised Practical Training):

You must wear clean, well-fitting scrubs (shirt / pants or long skirt).

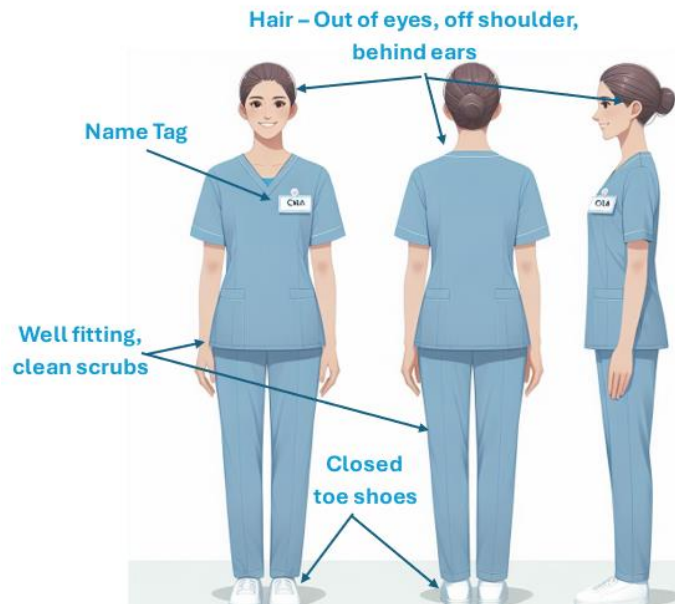
Clean and well-kept, closed-toed shoes are required (no-crocs).

Socks or hosiery must be worn.

Jewelry / piercings should be conservative and appropriate. Examples of inappropriate jewelry may include but are not limited to facial jewelry, large ear jewelry (e.g. plugs, gauges) or excessive pieces of jewelry per ear.

You may be required to cover tattoos.

Hair (including facial hair) should be clean and neat. Hair must be neatly combed, off your face / out of your eyes and long hair should be pulled up to adhere to infection control standards.



❖ **How do I get paid?**

**Answer:**

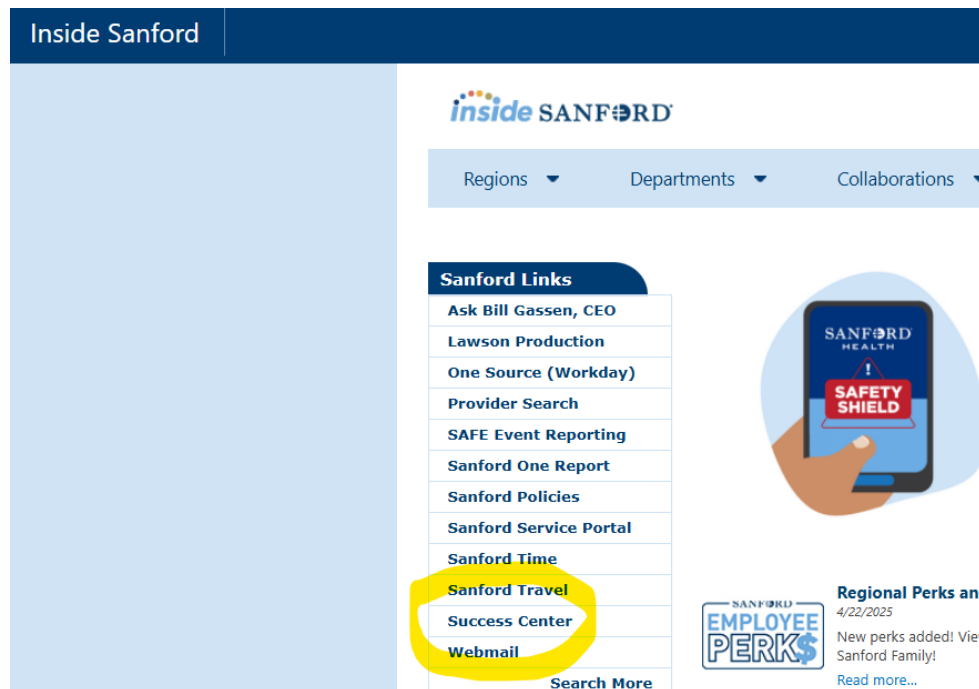
You must record all time / hours worked and report it to your hiring facility, using the method your facility tells you.

All hours worked, paid time, time-card, and other paycheck matters should be discussed at the facility with your hiring manager or designated representative.

❖ **Where do I find my CNA courses?**

**Answer:** All your coursework is done in Success Center.

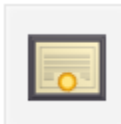
The Success Center is accessed from the Inside Sanford homepage.



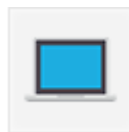
## Success Center –

### What do these icons (pictures) mean?

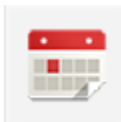
The different Success Center icons indicate different types of coursework / learning:



- Certification, you will obtain a certification through testing and / or competency validation (i.e. Basic Life Support)



- Online, self-paced course. – This is what most of your Success Center courses will be.






- Dated courses. These courses will be held at a specific date and time. Either in person or via WebEx.



- Curriculum. A collection of courses that all must be completed and must be completed in a specific order, in-order to receive credit for the curriculum lesson. – **For the CNA Curriculum you are required to complete the NA Levels in sequence and according to the due dates specified on your Academic Agreement.**

### When will I do these assignments?

	<b>GSS: CV- Safe Resident Handling</b> Due : 4/10/2025   Status : Approved / Past Due   Training Type : Event   Training Status : Active
	<b>GSS: CV-Hand Hygiene, PPE with EBP Review</b> Due : 4/10/2025   Status : Approved / Past Due   Training Type : Event   Training Status : Active
	<b>GSS: CV- Orientation Pathway Completed and Submitted to Manager</b> Due : 5/1/2025   Status : Approved   Training Type : Event   Training Status : Active

These assignments will be scheduled and completed with your CLDS at your facility.

### My courses won't load, what should I do?

Are you on a work computer? – Do not use a personal computer, phone or tablet.

Are you using Microsoft Edge or Google Chrome? – Do not use other browsers.

Do you need to Clear Cache and Cookies on browser (see Troubleshooting Guide for directions)?

Consult the Technology Troubleshooting Guide:

<https://webapps.sanfordhealth.org/sanfordlearn/files/SanfordLearnCourses/CNA/Website/TechnologyTroubleshooting.pdf>

### Course Navigation:

1. If you cannot find the navigation buttons on the course (next button, previous button), ensure that the course window is fully maximized on your screen by clicking on the maximize button on your internet browser window.

2. If the course is not marked as complete on your transcript, ensure that you have reached the last slide and have properly exited the course using the course navigation buttons.
3. Logging in and out of success center might assist with completing the course.
4. Changing browsers may also assist with completing the course.

Contact the IT helpline – they are available 24/7: (877) 949-5678 Opt. 2

#### ❖ **What is the grading policy? / Test Scores**

##### **Answer:**

Students are graded through quiz questions and exams after each level.

A passing score of 80% or higher is required.

End-of-level exams are closed book and must be **completed in one sitting**.

Remediation is required if you fail to achieve the passing score within three attempts.

You must score at least 60% on your FIRST attempt of the Level 4 exam or you will not be allowed to retake the exam and will be removed from the course.

Supervised Practical Training (Skills and Clinical) is Pass / Fail

#### ❖ **Can I work on my courses from home?**

##### **Answer:**

You are expected to complete all the coursework at the facility you were hired at using a work computer.

If there are extenuating circumstances, you must obtain permission from your facility leadership to work from home.

#### ❖ **What happens if I fail to meet program expectations?**

##### **Answer:**

Failure to meet program expectations and timelines will result in disciplinary action (see Disciplinary action policy).

❖ **What is the disciplinary action policy?**

**Answer:**

If your behavior warrants disciplinary action the following process will be followed (see Disciplinary Action Policy in Syllabus for full details):

1. First warning
2. Final warning
3. Removal from the program

❖ **Is a remediation plan mandatory?**

**Answer:**

Yes. A remediation plan may be issued for academic concerns, professional misconduct, unsafe practice, lack of communication, or failing a state test attempt. Activities within the remediation plan must be completed within the specified timeframe.

❖ **What disability services are available?**

**Answer:**

Students with qualifying medical conditions can request reasonable accommodation through the ADA accommodation process.

You will find the forms and information regarding how to contact the Human Resources department in the Syllabus under Disability Services.

If you desire accommodation for state testing and have supporting documentation, please contact your State Coordinator for next steps.

❖ **What if I miss an in-person / hands-on training session?**

**Answer:**

If you have an emergency and can't attend the in-person training you must notify the instructor at least two hours in advance.

Arriving more than 15 minutes late to a scheduled in-person training will result in being sent home and counted as an unexcused absence. You will be rescheduled for the next **available** in-person training date/s which may require travel to a different location. This may delay your Certification and possibly affect your work eligibility.