

# CERTIFIED PROFESSIONAL DOULA

## STUDENT HANDBOOK



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## STUDENT HANDBOOK

### GENERAL INFORMATION

#### **WEBSITE**

<https://www.allotribeacademy.com/>

#### **MAIN CAMPUS ADDRESS**

7797 Raleigh St.  
Westminster, CO 80030

#### **MAIN CAMPUS HOURS**

Monday – 12 PM - 10 PM  
Tuesday – 10 AM - 5 PM  
Wednesday -- 10 AM - 5 PM  
Thursday -- 10 AM – 5 PM  
Friday -- By appointment only

#### **MAIN CAMPUS PHONE NUMBER**

720-526-BABY (2229) Ext:  
1-855-55-TRIBE Option 3

#### **MAIN CAMPUS EMAIL**

[info@allotribeacademy.com](mailto:info@allotribeacademy.com)

#### **TRAINING DIRECTOR CONTACT INFORMATION**

Sarah Lind  
[lind@allotribe.com](mailto:lind@allotribe.com)  
720-526-2229

## STUDENT HANDBOOK

### ABOUT THIS HANDBOOK

The purpose of this handbook is to ensure compliance with regulations and give guidance to ATA students and candidates with all pertinent information regarding training programs, certification, policies and procedures, complaints and appeals, and to provide clear expectations.

This handbook sets forth academic standards, policies and other requirements that students must meet and uphold in order to be enrolled in any training course or certification program. All students and participants are responsible to follow all requirements set forth in this handbook.

Data contained in this student handbook or website accurately reflects information at the time of publication or posting. However, ATA reserves the right to make changes at any time deemed necessary.

The most current version of this handbook will be available on AlloTribe Training Academy internal network.

### **ALLOTRIBE TRAINING ACADEMY HANDBOOK VERSION RECORD**

Version 1	Allotribe Training Academy Student Handbook	01/20/2020
Version 2	Updated	06/01/2021

## STUDENT HANDBOOK

### ABOUT ALLOTRIBE

AlloTribe is a full spectrum doula agency supporting families from womb-to-two and beyond. Our team of birth, postpartum and end-of-life doulas, lactation specialists, night nannies, newborn care specialists and other family care providers work with families to provide customized care.

In addition to being a full spectrum agency, AlloTribe was also built to provide professional development, community, and support to the greater doula and birth community in Colorado. We have a professional network designed to work with providers supporting new families for networking, trusted referrals, and continuity of care across the board.

### ABOUT ALLOTRIBE ACADEMY

Owned by AlloTribe, the AlloTribe Training Academy was created to provide mentorship, education and development to the doula community and elevate the work to a profession.

#### **Core Values:**

- Professionalism
- High Standard of Care and Practice
- Community
- Elevate the Profession of Doulas

## STUDENT HANDBOOK

### AUTHORITY & RESPONSIBILITY

Allotribe Training Academy is solely responsible and retains authority for all decisions related to certification, including authority for granting, maintaining, recertifying, expanding and reducing the scope of certification and suspending or withdrawing certification.

The policies included in this handbook are guidelines only and are subject to change as the AlloTribe Training Academy deems appropriate and necessary. From time to time, applicants, candidates and/or certified persons may receive notice of new or modified policies, procedures, benefits, or programs.

This handbook supersedes and replaces all previous policies and procedures including, but not limited to, all memoranda or written policies, which may have been previously issued on the subjects covered in this handbook.

This handbook is not a contract, express or implied, nor does it guarantee certification, clinical experience, or any credentials.

### **Privacy and Confidentiality**

Allotribe Training Academy ensures information obtained during the education and certification process from the student or sources other than the student will not be disclosed to any unauthorized party without the written consent of the student. ATA will notify the person concerned when ATA is required by law to reveal confidential information about that person.

AlloTribe Training Academy and all students shall maintain confidentiality of all such confidential information (including but not limited to, personal information, personal stories and experiences shared by others, client information, client medical information, training program content and education resources, course work, presentations, handouts and materials, and any other information presented in the training program) and without obtaining the written consent of the other Party, it shall not disclose any confidential information to third parties or any other parties.

## STUDENT HANDBOOK

### PURPOSE OF CERTIFICATION

The certified professional doula course is designed to equip those wishing to pursue a professional career as a doula with foundational knowledge of this field. The course is comprehensive in that it 1) provides a detailed learning experience for understanding the client's needs, and the scope of practice for a doula (full spectrum), and 2) provides instruction for owning and operating a business as a professional doula. The course is unique in that it incorporates a requirement of clinical hours for successful completion.

This course was created to raise the level of professionalism, preparedness, knowledge, and skill in this field. It was developed using evidenced based information and requires skill testing, demonstration of critical thinking and problem-solving, and in depth personal and professional development.



STUDENT HANDBOOK

ACCREDITATION

[ insert upon accreditation]

## OVERVIEW OF CERTIFICATION PROCESS

### Overview of the Training Program

The Certified Professional Doula Training Program is approximately a 200-hour synchronist course meant to be completed in 15 weeks with once weekly class sessions of 4 hours and additional online lecture, question and response postings. Approximately 80 hours of coursework and homework will be completed outside of class sessions. Each student will complete a professional portfolio as a portion of a capstone project throughout the course. In addition to class time and in partnership with local hospitals, students will complete a clinical rotation of 75 total hours.

### Training Program Assessment Process

The assessment design for this course utilizes the integration of instruction and assessment in order to identify what students can do with their knowledge and skills in a specific domain, given real world scenarios. It seeks to balance between selected response and performance assessment.

Assessment tools include:

- skills assessment
- bloodborne pathogens and universal precautions testing
- quizzes and examinations
- professional portfolio development
- classroom role play
- dynamic problem solving
- presentation assignments
- class participation
- clinical hours logs
- observational logs
- clinical experience write-up summary

### Certification Exam

Upon successful completion of the above requirements, students will be eligible candidates to take the CPD Certification Exam. Please refer to the CPD Exam section of this handbook for further information.

## STUDENT HANDBOOK

### SCOPE OF PRACTICE

Doulas are care professionals, not medical providers. CPD's provide emotional, physical and educational support in the birth and postpartum years. Care is tailored to meet specific requests but does not include medical advice or performing medical procedures nor is it to act in place of a medical provider. AlloTribe doulas do not diagnose, treat or intervene. AlloTribe Training Academy requires that doulas working within this certification program follow this scope of practice along with the guidelines of the Mission and Vision statement of the company.

Students will be trained in the following topics:

- The anatomy and physiology of birth and recovery
- Common interventions
- Comfort measures and advanced comfort measures for birth and postpartum
- Feeding support
- Appropriate communication with medical care providers and staff
- Appropriate communication with clients
- Newborn care
- Postpartum mood disorders
- The postpartum family
- Healing for the postpartum mother
- Infant Sleep Guidance
- Sibling support and transitions
- Whole family care
- Bereavement and end-of-life support
- Professionalism
- Professional business practices

AlloTribe Doulas Do:

- Provide hands-on support
- Provide evidence-based educational resources
- Provide emotional support
- Respect all medical professionals
- Help the care team when appropriate

AlloTribe Doulas Don't:

- Perform medical procedures
- Give medical advice
- Take the place of medical personnel
- Diagnose, Treat, or Intervene

## CPD TRAINING PROGRAM APPLICATION PROCESS

All persons interested in the CPD Training program that meet the eligibility requirements must complete an application and pay a nonrefundable fee of \$40 at the time the application is submitted. Applications will be reviewed individually by AlloTribe Training Academy administrators and the applicant will be notified within 14 days via email.

The following is required in the application:

- identifying information (name, address, etc...)
- personal and professional questions
- personal letter of recommendation
- professional letter of recommendation
- copy of government issued photo identification (driver's license or passport)
- proof of high school diploma or GED

If the application is accepted, the applicant will be invited to a phone interview with training staff. Training staff will follow predetermined CPD interview questions for all applicants. Training staff and administrators will make the final decision for applicant acceptance into the program after interviews are completed. Applicants will be notified within 7 days of the interview if they are accepted into the program.

### **Application Eligibility Requirements**

Potential applicants to the CPD program must meet the following eligibility requirements:

- must be 18 years or age or older
- must meet physical exertion demands (ability to lift up to 50lbs, stooping, bending, sitting or standing for long hours, etc...)
- must have a valid high school diploma or GED

## STUDENT HANDBOOK

### CPD TRAINING PROGRAM REQUIREMENTS

Students will be required to successfully complete (with a passing standard) the following as part of the training program:

- Attendance and participation at all class sessions
- Weekly homework assignments
- Skills assessments tests
- Bloodborne pathogens and universal precautions certification
- Content and application quizzes and tests
- Self-assessment and checkup
- Midterm exam
- Professional portfolio and capstone project
- Clinical rotation

Upon acceptance into the CPD training program, applicants must read and sign the following agreements:

- Non-disclosure Agreement
- CPD Program Commitment Agreement
  - Attendance and participation policy, Confidentiality, Impartiality/Fairness & Non-discrimination
- Code of Conduct

#### **Attendance Policy**

Attendance at all sessions is required for successful program completion and certification. One excused absence may be made up in the ALLOTRIBE training center via video review of the missed session along with the completed homework. This makeup **MUST** be completed **BEFORE** the next scheduled class session and is the responsibility of the student to schedule. Failure to follow this makeup policy will require the missed class session to be made up with a future cohort and certification (including the certification exam) will be delayed until the requirement is met. (The makeup class with a future cohort will require payment of a prorated fee).

Due to the hands-on nature of the training sessions, missing two or more sessions will require that the sessions be made up in class time with another cohort and for an additional, prorated fee. All class sessions and required assessments must be completed before students will be allowed to take the CPD Certification Exam.

Please be respectful of your cohort and instructor and arrive on time. Repeated tardiness will be addressed by the staff and may be grounds for dismissal from the program without refund.

### CLINICAL ROTATION INFORMATION

Unique to this training program is the opportunity to gain experience, knowledge and skills during a clinical experience rotation at a local hospital and in a private home. During this training, students are expected to maintain appropriate conduct and follow professional standards at all times. Students will complete their clinical requirement during the course. Scheduling for specific requirements and hours are at the responsibility of each student.

#### **Requirements to Begin Clinical Experience**

- Successful completion of classroom, coursework, and assessments through week seven
- Successful completion of midterm exam
- CPR/First Aid certification
- Bloodborne Pathogens Training certificate
- HIPAA training
- Liability Insurance
- Immunizations (see separate handout)
- Drug Screen (see separate handout)
- Background Check
- Signed Clinical Code of Conduct

#### **Clinical Rotation Hours**

- 75 Total Hours
  - 45 hours on L&D unit
  - 10 hours on Mom/Baby unit
  - 20 hours in-home with specified family (2 families preferred)

Completion of all hours is due by end of course. If you have not fulfilled your hours or all the activities, your graduation and certification of the course will be held until the requirement is met.

#### **Extensions**

Extensions for clinical rotation hours may be issued on a case by case basis and shall only be granted for a maximum of 6 months of initial start date. Please contact the program coordinator with your extension request in writing.

IMPARTIALITY, FAIRNESS and NON-DISCRIMINATION

**Statement of impartiality and management of conflict of interest:**

ATA is committed to impartiality and conflict of interest through the following steps:

- Top management staff will stress the importance of never compromising on our commitment to impartiality, independence or integrity. (4.3.1)
- ATA staff and students understand the importance of impartiality and any potential conflicts of interest in carrying out its training and certification process.
- ATA shall act impartially in relation to its applicants, students and certified persons.
- ATA does not discriminate, nor unfairly impede or inhibit access on the basis of sex, race, color, religion, creed, gender, gender expression, age, national origin, disability, marital status, sexual orientation or military status in any of its activities or operations.
- ATA applies their policies and procedures fairly among all applicants, students and certified persons.
- While educational prerequisites to our training programs may apply, ATA does not restrict certification on grounds of financial or other limiting conditions, nor requirement of membership in any association or group.
- ATA does not allow commercial, financial or other pressures to compromise impartiality
- ATA shall act impartiality in relation to family, friends, and other close relationships should they be enrolled in any program or activities (6.1.8)
- ATA has procedures in place to guard against known conflicts of interest to ensure impartial judgments.

CERTIFICATION AND CERTIFICATES

**Issuing of Certificates**

All students who pass the CPD certification exam and have successfully completed the CPD training program, will be issued a printed certificate and a wallet sized card, bearing their full name, issue date, expiration, certification number and will be signed by the ATA training director.

Certificates will be mailed within 4-6 weeks of completion. All certificates are non-transferable. Upon recertification, students will be issued a new wallet sized card.

**Designation and Credentials**

All candidates who pass the CPD Certification exam and are issued a certificate are granted the CPD credential and will be listed in the AlloTribe Training Academy certified doula directory. All certified persons may use Certified Professional Doula (CPD) as a personal credential on all marketing materials, stationary, website, business cards, bios, social media, logos and any other materials.

Certified persons are not licensed or registered, and may not imply or use any such designation, title, or term.

The following is the appropriate and acceptable way to designate such credential:

First name, Last name, Certified Professional Doula

First name, Last name, CPD

The CPD designation does not grant the certified person use of AlloTribe or AlloTribe Training Academy logos, slogans, photos, content, assets, marketing materials, or any course materials and documents.

Each certified person will be given an electronic badge file to signify certification and may use the badge at their discretion on their personal marketing materials, stationary, website, business cards, bios, social media and other materials, so long as the file is not tampered with nor modified in any way. If a certified person is in partnership or a member of a group or agency, the electronic badge file must only be used in conjunction with the certified person's personal information and not used in any way to construct certification of the entire group or partnership.



Misrepresentation or misuse of the badge file and/or the CPD credential will result in suspension and may result in withdrawal of certification.

Should the certification be revoked, suspended or terminated for any reason, the person must remove the CPD credential and badge from all use and return the certificate to ATA.

Request for Duplicate Card: A duplicate card may be requested by sending an email to [training@allotribe.com](mailto:training@allotribe.com) and for a fee \$25. The duplicate card will be sent electronically.

### **Terms of Certification Agreement**

Once certificates have been awarded, candidates can practice as a Certified Professional Doula (CPD). They are expected to maintain Allotribe's high standards of professionalism and excellence of services, and to remain within their scope of practice as defined in training. This section sets forth the guidelines and requirements for how a certified person must interact with the AlloTribe Training Academy and the Certification Board. Acknowledging this agreement will be required before certificates will be issued.

All certified persons and certificate holders agree to the following:

- Doulas only provide non-medical support, and do not diagnose, treat or intervene.
- Doulas are only certified in full spectrum doula care and must act in respect to the scope of practice as detailed in the certification program, and in the manner according to the certification.
- Any certified person will inform the certification board of any matters which affect the capability of the certified person to fulfill the certification requirements.
- Any allegations of misconduct as defined in the Student Handbook must be disclosed to the certification board in writing within 10 days and may result in the suspension and/or revocation of the certification. During the time such a claim is being investigated, the person will not represent their certification or certification body.
- AlloTribe Training Academy may release confidential certificate holder information if required by law, and the person shall be notified as to what information is released unless also prohibited by law.
- To provide proof of meeting all requirements for certification. Additionally, ATA may ask for clarification or further verification of information submitted from the certified person or source of information.
- When seeking recertification, satisfy all recertification requirements that are listed in the Recertification section of the Student Handbook.

- To never use any AlloTribe Training Academy or AlloTribe LLC, name, logos, branding materials, certificate or marks in such a manner as to bring the certification body into disrepute, or in a way that is misleading, misrepresenting or unauthorized.
- Discontinue use of the certification and any claims to or references to the certification and or certification status upon suspension or withdrawal of the certification.
- Return any certificates issued upon withdrawal of the certification.

### **Suspension and Revocation**

The Certification Board reserves the right to investigate the circumstances of any complaint against a Certified Professional Doula that constitutes a violation of the Terms of Certification Agreement or other unprofessional behaviors including but not limited to:

- Falsifying personal information
- Improper representation of the credential
- Illegal use of Allotribe's name, slogans, artwork, photos, or content from the website or classroom materials
- Any behavior that can be considered a threat to public safety
- Any behavior that negatively impacts the health and welfare of others
- Any behavior that reflects poorly on the Allotribe brand, the CPD credential, or other's reputations
- Violation of a client's trust or personal information
- Operating outside the scope of practice as presented in the CPD Program materials

Misrepresentation or misuse of the badge file and/or the CPD credential will result in suspension and may result in withdrawal of certification.

Should the certification be revoked, suspended or terminated for any reason, the person must remove the CPD credential and badge from all use.

Failure to comply with suspension and revocation decisions will result in legal action by AlloTribe Training Academy and the doula will be held responsible for all incurred legal fees. AlloTribe Training Academy reserves the right to charge additional fees related to legal action.

## STUDENT HANDBOOK

### GRANDFATHER CLAUSE

All CPD students who have completed the 200-hour training who have met all requirements for certification prior to ANSI accreditation may be required to complete additional coursework in order to satisfy the accreditation certification scheme. Certificates will be reissued upon completion of those additional requirements.

CPD CERTIFICATION EXAMINATION

**Exam Requirements and Rules**

Upon successful completion of the CPD training program and completion of clinical requirements, each student will be eligible to take the CPD Certification Exam.

- Students are required to bring their AlloTribe student badge as well as a government issued form of identification such as a driver's license or passport.
- Students must take the exam at the confirmed location, date and time, as indicated by AlloTribe Training Academy.
- Students must get at a minimum of 80% to receive a passing score on the exam.
- Students must leave their personal belongings (including phones, purses, backpacks, books, water bottles, etc...) at a secure location in the classroom that is designated by the exam proctor. Students may not access their belongings at any time during the exam.
- The exam room will be cleared of any materials that may aid students or give them information they can use to answer any questions on the exam.
- No more than two students will be allowed per table, and all efforts will be made to space students around the room.
- Students will not be allowed to leave the room during the exam. IF an emergency arises, they will forfeit their exam and will not be eligible to retest until the next scheduled examination date.
- Students must leave the room upon completion of the exam or at the 2-hour mark.
- Students are not allowed to copy or attempt to make any copies of any exam materials or exam questions or answers.
- Students may not share, distribute, sell, photograph, or disclose any exam questions or answers and will be subject to termination of certification and possible legal action if such actions occur.
- Students are expected to exhibit ethical test taking behavior. Cheating and misrepresentation will be grounds for dismissal without refund.

*Scheduling the Exam:* AlloTribe Training Academy will designate the certification exam date at the beginning of each cohort and students will be informed of that date, time, and location at least one month in advance. At this time, no alternate exam dates will be available. Students are expected to arrange their circumstances so they can attend.

*Examination Site:* All CPD examinations will be administered at the AlloTribe Training Academy classroom at 7797 Raleigh St Westminster, CO 80030.

*No-Shows:* Any student who fails to show up (without notification) to the scheduled exam will forfeit their period of eligibility and any exam fees. The student will be barred from making up the exam until the next pre-scheduled examination date and will be required to pay any associated make-up fees.

*Extreme Circumstances:* If any student is unable to arrive at the examination site because of inclement weather, terrorist acts, natural disaster, or any unforeseen emergency beyond the control of the student, the student will be allowed to take the scheduled makeup exam without the required makeup exam fee.

*Examination Format:* The CPD certification exam contains 100 multiple choice questions. All questions are randomly pulled from a bank of 150 questions and are placed in unique order for each student to reduce the possibility of cheating. Test questions are reviewed on an annual basis to ensure up to date information and accuracy. Students will have 120 minutes to complete the exam. They are encouraged to review the test taking tips below.

*Delivery Conditions and Non-Discrimination:* Exam conditions are standardized to the greatest extent possible, with reasonable accommodations, to ensure an equitable experience for all examinees regardless of their age, gender, nationality, religion or disabilities, including visual, auditory and physical impairment. Special considerations will be addressed when necessary or warranted.

*Examination Dismissal:* Any student who is observed engaging in any misconduct may be dismissed from the certification exam, barred from future exams, (eligibility), and may be required to forfeit current exam fee and/or period of eligibility. Test proctors and/or AlloTribe Training Academy administrators are authorized to make immediate and appropriate decisions against students who are caught violating examination rules and misconduct. The student is entitled to appeal the dismissal decision through the formal appeals process.

*Notification of Results:* Students will be notified by email of exam results within 10 business days of the exam.

### **Retesting**

Students who fail the exam on the first attempt will be given the opportunity to retest with a makeup exam within 30 days for a fee of \$200. If the student fails the makeup exam, the student will have the opportunity to retest for a third and final time with the next cohort and a fee of \$200. If the student fails the third attempt, the student must retake the entire CPD course and all current tuition and fees will apply.

## STUDENT HANDBOOK

### RECERTIFICATION REQUIREMENTS

In order to maintain active certification and use of the CPD credential all certified persons must complete the recertification process prior to the expiration of three years of initial certification. The recertification application will be available no sooner than 6 months prior to the expiration.

The following list is required for recertification:

- Current CPD certification
- Application for recertification
- Validation of 8 hours of continuing educational courses completed within the three-year timeframe
- Completion of AlloTribe Training Academy's "Keeping Current" Course (additional fee)
- A nonrefundable recertification fee of \$200.00
- Proof of current certification of First Aid/CPR
- Proof of current professional liability insurance

Recertification extensions may be granted (upon special request) for up to 6 months past the expiration date and will be considered on a case by case basis. If recertification is not completed within the extension window, the certification will expire, and the person is no longer eligible for recertification.

## STUDENT HANDBOOK

### ACADEMIC POLICIES

#### **ACADEMIC MISCONDUCT**

Academic misconduct is a violation of the AlloTribe Training Academy's academic standard of integrity. This includes forgery, dishonesty, plagiarism, cheating, unauthorized collaboration of work, modifications to course documents, improper citations and any other coincidences that compromises integrity whether intentional or unintentional.

#### **ACADEMIC PROGRESS**

1. Academic progress standards are established to progress students toward the completion of their program successfully and within the appropriate time. Each program or course has specific academic requirements and a set passing standard.
2. Students are responsible for keeping track of their academic progress throughout each course and program. Students are expected to seek assistance when experiencing academic difficulties and are encouraged to work closely with their instructor and other students to meet all requirements and academic standards.
3. Failure to meet academic standards will result in failure of the program and will not be provided a refund.
4. Passing academic standards for each program will be detailed in the corresponding course/program syllabus.

#### **GRADING SCALE**

For all students enrolled in a course or training program that utilizes a grading scale, the following grade scale will be used:

A = 90-100

B = 80-89

C = 70-79

D = 60-69

F = 50-0

A passing standard is 80% (B) or higher is set for all ATA courses and programs.

*Incomplete Grade:* Currently ATA does not issue incomplete grades.

#### **GRADE APPEAL**

Students have the right to appeal a course grade they allege to be the result of bias, arbitrary or capricious grading. The deadline to appeal a final grade is 14 days after the issued grade or term of course, whichever is greater.

*Grade Appeal Procedure:* Students must follow the appeals process by utilizing the appeals form outlined in the student handbook. Students will be required to provide written rationale or proof regarding the grade dispute and after following all steps in the appeals process. The deadline to appeal a final grade is 14 days after the issued grade or term of course, whichever is greater.

### **STUDENT LEAVE**

Student Leave is a series of one or more absences for a defined purpose that, when granted, is considered an approved or legitimate period of absences. Whether a series of absences is to be considered Student Leave or not will be determined on a case-by-case basis by individual instructors.

### **REPEATING COURSES**

Students are free to enroll in courses and programs for which they have already enrolled, however, all program requirements, policies, tuition, and fees are required. AlloTribe Training Academy will provide no preferential treatment to previous students.

### **APPEARANCE**

All students and faculty maintain a commitment to professionalism and are expected to dress accordingly during courses, training programs and clinical hours. Specific dress code requirements can be found in the course syllabus.

### **DROP/ADD/WITHDRAWAL/REFUND**

Students are expected to follow the drop and withdrawal procedures and deadlines set for by each course or program.

*Drop:* Students who register for a course or training program and drop within the stated deadline will be eligible for a full tuition refund. Students will not be refunded their application fee if applicable.

Students who drop outside of the deadline will be responsible for all fees or a portion of the fees, this is considered a withdrawal and shall follow the withdrawal policy

*Withdrawal:* Students who withdraw after the drop deadline will be responsible for all fees or a portion of the fees set forth by specific course Tuition Refund Schedule.



**CPD PROGRAM TUITION REFUND SCHEDULE**

Students who drop registration before the start date, will receive a tuition refund minus the \$500 retainer fee. Students must submit their drop within writing to the Allotribe Training Academy office before the start of the course.

Students will never receive a refund of the course retainer fee.

Students who withdraw from the program after the start date will be refunded only according to the schedule below.

Tuition Refund	CPD Course
100%	Before course start date
50%	Start date through calendar day 30
25%	Calendar day 31 through calendar day 59
0%	Calendar day 60 and after

**NO SHOW**

Students who do not show up for a registered course or program are not eligible for a refund and will forfeit their registration.

**GROUND S FOR DISMISSAL**

Allotribe Training Academy may dismiss a student from any program for one or more of the following reasons:

- Misconduct and Behavior; failure to comply with code of conduct, or repeated misconduct or behaviors that have not been improved,
- Performance; Continually failed to meet expected performance requirements, failure to meet academic standards and expected thresholds
- Attendance; failure to comply with attendance policy
- Safety; threatening the health and safety of others and failure to comply with all health and safety policies and procedures.

All students will be notified by letter with details regarding specific areas of problem(s), attempts at remediation and notice of dismissal from the program. Students may appeal the dismissal by following the appropriate appeal procedure.

### **COURSE REVIEW POLICY**

AlloTribe Training Academy has a responsibility to provide current industry knowledge. We have a commitment to uphold high standards, current medical and evidence-based information, and to update course material as needed. All courses will be reviewed on an annual basis in June of each year and make appropriate changes/updates every three years. Any changes made will be documented and available on the ATA internal network.

### **LOW ENROLLMENT**

ATA reserves the right to cancel or postpone any course due to low enrollment. Each student will be notified as soon as the course is cancelled and will be offered a refund or roll-over to next course dates offered.

### **EMERGENCY CONDITIONS/INCLEMENT WEATHER POLICY**

AlloTribe Training Academy is committed to the safety of our students and faculty. In the case of inclement weather AlloTribe Training Academy administration will assess conditions and notify all parties at least two hours prior to course start time.

### **UNEXPECTED CALENDAR INTERRUPTION**

AlloTribe Training Academy's calendar is subject to modification due to occurrences, i.e., fire, flood, labor disputes, interruption of utility services, pandemics, natural or catastrophic disasters, civil disorders, and war. In the event of such occurrences, the Academy will attempt to accommodate its students. It does not, however, guarantee that courses of instruction, content goal statements, extracurricular activities, syllabi or other programs or events will be completed or rescheduled.

### **DISCIPLINARY PROCESS**

#### *Potential Disciplinary Actions*

If there are valid grounds for a complaint, Allotribe Training Academy may recommend one of the following disciplinary actions:

- Warning—A written warning and notice that such had been sent shall remain in the recipient's file with details of the occurrence and consequences for any situations if they are repeated in the future.
- Suspension—Allotribe Training Academy reserves the right to suspend a certification for a period of up to one year.
- Revocation of Certification—Allotribe Doula Certification can be revoked.

The subject of complaint may appeal the disciplinary action. The Allotribe Appeals Board Policy shall apply in that instance.

## STUDENT HANDBOOK

If an applicant is found to be negligent in the Standards of Professional Practice or other unprofessional conduct, the Certification Board will notify the individual in question of the charge being made, and the change in their certification status. If that individual has a logical rationale or evidence for claiming that the suspension or revocation is unjust, he or she may then submit an appeal through the formal appeals process to amend certification status. All appeals pertaining to suspension or revocation of certification are evaluated by the Appeals Board. The decision made by the Appeals Board is final.

GENERAL POLICIES

**CONFLICT**

All students are expected to uphold high standards of professionalism, respect and language when working alongside others. Students shall refrain from engaging in arguments, conflict or anything that could be viewed as disruptive behaviors. If students find themselves in a situation that is escalating towards conflict, it is the student's responsibility to remove themselves politely and professionally.

**THEFT, VANDALISM, PROPERTY DAMAGE**

Negligence, damage, theft or vandalism to any personal property, school property or clinical location property is strictly prohibited whether intentional or not. Use of supplies and materials may only be used as necessary to perform a task related to the course or clinical experience.

**HIPAA**

All students will be required to follow HIPAA guidelines during the course of the training program, during clinical experiences and upon certification.

**FALSE REPRESENTATION**

All students are required to provide accurate information and identification to school officials, clinical sites and other locations as necessary. Forgery, alterations, false information or misrepresentation of information on school documents, clinical site/location documents and all required paperwork and medical records necessary for clinical experience are prohibited and subject to disciplinary action.

A student may not falsely represent another student during the training program or clinical experience nor provide false identification on identification documents, including badges and IDs.

**VIOLATION OF STATE, FEDERAL, or LOCAL LAW**

Any violation of law (state, federal, or local) is prohibited and subject to disciplinary action.

**SMOKING/VAPING/ALCOHOL and DRUG USE**

Smoking, vaping, or any use of tobacco is prohibited on school property and clinical experience location sites. Use of alcohol or illegal or illicit drugs is strictly prohibited on school property or clinical experience location. Consumption of any of these during course time or clinical experience will be subject to disciplinary action.

## **WEAPONS**

Students are prohibited to possess or carry any weapon or firearm on school property or clinical experience location. Weapons include, but are not limited to the following: firearms, rifles, knives, air guns, shotguns, fireworks, dangerous devices, chemicals, or explosives.

## **NAME CHANGES**

Students and certified persons who have a name change, must request a name change in writing and provide proof of a government issued identification with the name change. AlloTribe Training Academy will issue a new wallet card within 12 weeks of the request unless the person is due for recertification within 6 months. If the person is applying for recertification, they will use their new name on the application, and submit proof of identification with the recertification application.

## **STUDENTS WITH DISABILITIES/ADA ACCOMMODATIONS**

Students requesting accommodations for disabilities for the training program, shall inform AlloTribe Training Academy during the application process via email or written correspondence. Students may be required to provide documentation of disability to ensure appropriate accommodations are made.

## **USE OF FACILITIES**

The AlloTribe Training Facility is strictly for academic use during schedule course hours. Unauthorized entry will result in disciplinary action. Campus doors will remain locked outside of class hours.

All equipment belonging to AlloTribe will be treated with respect. Use of such equipment is only permitted during course hours or with pre-approved faculty permission.

## **PUBLIC INTERNET USE POLICY**

All students will have access to AlloTribe Training Academy WI-Fi. All access to the internet is specifically limited to course use as well as reasonable personal use. Internet access may not be used for any illegal or unlawful purposes and is subject to disciplinary action.

## **WORKERS' COMPENSATION**

Allotribe Training Academy maintains workmans' compensation insurance for all instructors and CPD students during their clinical rotations for all clinical locations and sites.

## STUDENT HANDBOOK

### CODE OF CONDUCT

Students and candidates for certification must agree to conduct themselves in a professional manner that aligns with the standards of the AlloTribe Training Academy and must be willing to sign the Code of Conduct prior to being accepted into the program.

#### **STUDENT CODE OF CONDUCT - CLINICAL EXPERIENCE**

All CPD students are required to uphold the following rules and regulations during their clinical experiences. All students must stay within the CPD Scope of Practice and maintain the principles and values of professionalism at all times. AlloTribe Training Academy is committed to creating an environment for students to succeed and reach their greatest academic potential.

Failure to comply will result in immediate suspension of clinical experience for further investigation and disciplinary action if necessary.

#### **DISORDERLY CONDUCT**

The following list of misconduct behaviors are violations of this code and appropriate disciplinary action will be taken if a student is found in violation. This list is not exhaustive, and the AlloTribe Training Academy has final authority if such a behavior is in question.

1. Unauthorized entry into a clinical facility or location, including entry outside of the student's scheduled hours.
2. Unauthorized access to computers, documents, files, supplies or any other area not pertinent to clinical experience.
3. Conduct that restricts or prevents staff, faculty, other students or personnel from performing their duties.
4. Excessive noise or disruption that inhibits the work/learning environment.
5. Inappropriate language, abusive language or derogatory language used at any time.
6. Any action or behavior that is an unreasonable interference with the environment or the rights of others.
7. Any behavior that threatens the learning or working environment of others.
8. Failure to comply with dress code requirements.
9. Arguing with care providers, staff, patients, friends or family of patients.

## STUDENT HANDBOOK

### STUDENT RIGHTS AND RESPONSIBILITIES

*Freedom to Learn:* AlloTribe Training Academy recognizes and upholds academic freedom and the right of students to learn.

*Freedom of Expression:* ATA recognizes and acknowledges the constitutional rights to freedom of speech and expression.

*Freedom of Association:* Students are free to organize outside of classroom instruction and course programs; however, all associations are not sponsored by ATA, nor does ATA accept responsibility for any association or actions.

*Student Policies:* All student policies, procedures, regulations and rights shall be readily accessible to students.

*Catalog and Course information:* ATA is committed to providing students with relevant and accurate information regarding courses and programs prior to registration and enrollment. Program descriptions and website information must be kept current and accurate based upon current information.

*Student Academic Standing Information:* All students shall have access to information regarding acceptable academic standing, how to establish, maintain and determine their individual academic standing or progress.

*Academic Evaluation:* Students will be evaluated solely on the basis of academic standards, including any requirements outlined in course descriptions, course syllabus, student handbook, or any other pertinent documentation presented to students. Students are protected from bias or capricious evaluation and will not be evaluated on the basis of instructor opinions or conduct in matters unrelated to academic performance and standards. Students have the right to review their assignments and assessments used in evaluating student progress and academic performance. (9.4.3)

*Property Rights:* Course assignments, homework, journal entries, papers, essays, creative projects and similar property in which the student has intellectual property rights, (excluding quizzes, tests or exams) must be returned to a student upon request, within a reasonable timeframe, when no longer needed for evaluation purposes unless the student grants permission to be retained.

STUDENT COMPLAINTS & GRIEVANCES

**Complaints**

A complaint is defined as an official written form of communication that is submitted by a student to the Allotribe Training Academy in which an individual explicitly expresses dissatisfaction regarding an instructor or any aspect of the course or program.

A complaint must be submitted in writing to the Allotribe Training Academy within 30 days of the occurrence of an incident via email [training@allotribe.com](mailto:training@allotribe.com) (ATTN: DIRECTOR) with the word "complaint" and the complainant's name in the subject line of the email. The submission must include sufficient objective evidence to substantiate the claim(s) and what action the complainant deems appropriate as a response. Dissatisfaction based on hearsay shall not be considered. The complainant must have experienced it firsthand. Anonymous complaints will not be considered. Complaints will be handled in an unbiased and timely manner. A receipt of the complaint will be acknowledged and ATA will provide progress reports as applicable.

**Complaints Against Certificate Holder**

Any complaint against a certificate holder must be:

- A specific violation of the Allotribe Training Academy Standards of Professional Practice
- Submitted in writing by the individual who is making the complaint
- Supported by definitive and specific evidence
- Made against a current holder of an CPD doula certification or an AlloTribe Training Academy doula certificate.
- The complaint and all related documentation will be handled discretely and all information pertaining to the complaint will be kept confidential, including personal details that could be used to identify the person making the complaint.
- Once a complaint is filed, the complainant agrees to keep all information pertaining to the complaint completely confidential. They will not discuss the matter on any social media platform and will not discuss any details of the complaint with anyone.
- If it is determined that more information is required, this will be requested of the complainant and a specific time in the future will be set as a date by which the information or evidence must be submitted. If the information is not received within that time, a decision will be made based on the evidence was initially provided.
- If it is determined that no further action is warranted, the complainant will be informed of that decision in writing of the outcome of the initial evaluation.



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- If the preliminary investigation supports the complaint, the ATA Director will decide how to respond to that complaint. Each case will be handled individually depending on the details of the case.
- If the preliminary investigation of the evidence supports a valid complaint, the individuals named in the written complaint will be sent a "Notice of Complaint" by email.
- Within 10 days of a final decision being rendered, the findings will be communicated to the subject of the complaint.

### **Appeals**

An appeal is a formal request to the Allotribe Training Academy for any individuals who want to get special consideration of accommodation related to their certification status. Appeals will be considered for:

- Denied eligibility requirements
- Examination irregularities
- Suspension/revocation of certification

The one appealing must have a sound rationale regarding the need to be considered by the board for special consideration to be awarded. Also, an appeal is not an avenue for requesting a passing score on a failed exam.

### **Appeal Procedure**

An appeal must be submitted within 10 days of the notification of a decision by the Allotribe Training Academy instructor(s) with which the student disagrees. Individuals must submit a completed Appeals Application via email to [training@allotribe.com](mailto:training@allotribe.com)----- with the word "Appeal" and the student's name in the subject line of the email.

The form that must be used for all appeals is called The Appeals Application and it can be found in the Forms section of this handbook. Appeals are not accepted without this form. All relevant supporting documentation must be included, and copies must be included with the submission.

## THE APPEALS PROCESS

### **Initial Review**

Allotribe Training Academy staff will review the appeals and a response will be sent to the appellant via email within 10 days of receipt.

### **Initial Response**

The response will be either:

1. Appeal has been GRANTED by the ATA staff, along with any other instructions or requirements on the part of the student.  
Or
2. Appeal has been DENIED by the ATA staff, along with an explanation for the denial and any information about alternate courses of action if that is applicable for the situation. The denial will also include information on appellant's further recourse if they wish to pursue the appeal any further.
  - In the case that an appeal is denied, and the appellant wishes to pursue the appeal further, they can appeal to the Appeals Committee.
  - The appeal will then be forwarded to the Appeals Committee, and the appellant will be given information about whether the committee feels the need to meet with them in person, and how to set up a time and place to present the appeal. It must be within the following 30 days.
  - The appeal will be delayed providing time to gather further information. Within 10 days of that appeal meeting, the applicant will be sent either a letter informing them whether their final appeal was granted or denied.

### **Appeals Committee Composition**

The Appeals Board shall be composed of ATA legal counsel and two ATA instructors. The instructors on the Appeals Committee must be impartial and have no conflict of interest with the appeal. Where there is found to be a conflict of interest or any partiality is perceived to exist, it will be disclosed, and the committee member will be recused from the case. The Appeals Committee will then appoint another instructor to evaluate the appeal.

Upon receipt of the appeal, the Appeal Committee shall review the appeal within 10 days and if the matter is administrative and can be handled at the staff level, a decision will be made, and the appellant will be informed. If the Appeal Committee decides they need more information and want to meet in person with the appellant, they will contact the applicant to set up a time and place for that meeting. Upon the conclusion of that meeting, the Appeal Committee will discuss any new information they received and arrive at a

## STUDENT HANDBOOK

decision within 3 business days and the applicant will be informed by email immediately.

The final decision of the Appeals Committee cannot be contested.

Appeals are kept confidential and no discriminatory action will be taken against the appellant.

## STUDENT HANDBOOK

### DEFINITIONS

*Applicant:* a person who has applied to the CPD program

*Student:* refers to a person who has been accepted to the program and/or is currently participating in the CPD training program

*Candidate:* a student who has finished and passed the CPD course and is eligible to take the CPD exam

*Certified Person:* a person who has passed all requirements and passed the CPD certification exam

*Examiner:* a person who administers the CPD certification exam and monitors the testing site during the examination.

*Examinee:* a person taking the CPD certification exam

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