



# CNA Training Program

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FREQUENTLY ASKED  
QUESTIONS (FAQ)

# What are the eligibility requirements?

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1. Must be eligible to work in the United States
2. Must be eligible to work in long-term care based on a background check and the Michigan Legal Guide
3. Must be 18 years of age or older on or before the first day of training
4. Ability to perform the skills associated with caring for others (bathing toileting, feeding, exercising, checking pulse and blood pressure, etc.) which requires the ability to lift 50 pounds repeatedly, stand for long periods of time, stoop, kneel, walk at a fast pace, etc.
5. Ability to attend the full 115 hours of training



# What if I have a criminal background?

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Some criminal backgrounds will permanently make you ineligible for work in this field, others will only make you ineligible for a specific timeframe. Wondering if you qualify? You can determine this for yourself by comparing the MCL code from your conviction to this legal guide: <https://studylib.net/doc/10790338/legal-guide-michigan-workforce-background-check-program>



# How much does training cost?

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The cost of training is \$1800.00.

This one-time training fee covers the following:

- The 115 hour training
- Basic Life Support Level of CPR Certification
- TB Test needed to clinical
- Flu shot needed for clinical
- Uniform needed for clinical
- One-time State of Michigan CNA Certification Fee
- Individualized job placement and retention services
- Open lab hours for skills practice prior to the state exam
- One-on-one tutoring



# What funding options are available?

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Self-Pay – pay by credit or debit card.

- Payment plans can also be set up, but the full amount must be paid prior to the start of training.
- If you pay for training out of pocket AND become employed in a Medicare certified nursing facility, you are eligible for reimbursement up to \$951.

Employer Sponsorship – many employers offer an upskilling program where they will pay for your training

Michigan Works! – several programs at Michigan Works! offer tuition for trainings like this one. If you already have a career coach at Michigan Works! please talk with them to see if you are eligible. If you do not already have a career coach, please contact your local Michigan Works! office to see if you are eligible for one of their programs.

Michigan Rehabilitation Services – MRS is a state-funded organization that works with individuals with disabilities. If you have a disability (including a learning disability), MRS may be able to assist with your tuition.

Partial scholarships – if you have no other options and meet certain eligibility requires, we may be able to assist with a partial scholarship. Opportunities are limited and based on need as well as availability of funding.



# Where is training located?

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Training consists of three phases and each phase takes place at a different location.

1. Lecture – is completed in a virtual classroom that is live and interactive. To participate you must have reliable internet, as well as a device with a working camera, speaker, and microphone (computer, laptop, tablet, or smartphone)
2. Skills Lab – is completed in-person and takes place at our Goodwill Employment Center located at 3777 Sparks Drive SE, Grand Rapids, MI 49546
3. Clinical Practicum – is completed in-person and takes place at a long term care facility in the Greater Grand Rapids Area.



# How long is the training?

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Goodwill's CNA Training Program is 115 hours.

- Our standard full-time schedule meets 30 hours a week and training lasts for 4 weeks.
- Our part-time schedules vary in the number of hours per week – typically ranging from 8 – 24 hours per week. These classes, depending on the specific schedule last between 5 and 14 weeks.



# Do I have to complete the full 115 hours?

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To be awarded a certificate of completion for training and be eligible to take the state exam, each student must complete 115 hours.

Please refer to the attendance policy on the next slide for additional information.

Please also note that our instructors have limited capacity to make up missed time and we cannot guarantee an opportunity to make up missed time, therefore the expectation is that each student attends each day of training on-time and for the full amount of time.





# What is the attendance policy?

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Providing good care for patients and residents in health care facilities requires that all workers be present for their assigned shifts. Strict attention to good attendance begins with this class. New information and valuable learning opportunities will be provided daily, so student attendance is critical. Attendance is a vital part of being successful in our CNA training program and in the health care field once employed. Any time missed during the duration of the CNA training program represents a missed learning opportunity that cannot be recaptured. All lessons presented in class are a mandatory part of the curriculum set forth by the state of Michigan and cannot be missed. Furthermore, we are contracted to provide a set number of hours of lecture in the classroom and hands-on instruction in the lab and at the clinical site.

Below is an outline of the allowances within our attendance policy for the CNA training program:

- 1 absence to accommodate unforeseen and/or emergency situations
  - 3 tardies equals 1 absence. A tardy is arriving any time after the time that your class is scheduled to start (including returning late from breaks)
  - No call/No show-voluntary drop from the program resulting in an "Incomplete"
  - If a clinical day is missed, students will be required to schedule a time outside of the class timeframe to complete skills with another cohort, though completion is not guaranteed.
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- Exceeding the limit in either absences (1) or tardies (3) will result in a mandatory meeting to discuss and sign an attendance contract. Furthermore, 1 infraction after the implementation of the attendance contract (either absence or tardy) will result in an "Incomplete" for training with the student being asked to not return.
  - In the event of an "Incomplete", the funder will still be required to pay the tuition fees.
  - If a student is aware of a planned obligation before the start of class, all efforts must be made to reschedule.
  - If an extenuating circumstance arises that requires that a student miss more than one day, the instructor will confer with the student and their sponsor to determine if the student is eligible to complete the class.
  - If a day must be missed due to illness or emergency situation, students are required to excuse themselves before the start of class.



# How do I enroll?

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1. Review the Training Schedule on our website: [www.goodwillgr.rgo/cna](http://www.goodwillgr.rgo/cna) and select the class that best fits your scheduled
2. Click the apply button next to that schedule and complete the application
3. A member of our team will contact you about your eligibility and next steps

Please note: You are not officially registered for a training until you have paid your tuition.



# What if I have questions?

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1. Click the *contact us* button on our webpage
2. Send us an email at [cnatraining@goodwillgr.org](mailto:cnatraining@goodwillgr.org)

