



Saco River Education

P.O. Box 69
Waterboro, ME. 04087
(207) 247-9000

sre@sacorivereducation.com

Dear Student,

Thank you for your interest in Saco River Education. Our online training course for the Personal Support Specialist is an innovative way for you to learn. Most of the Course is taken online, through SRE's website, and consists of the virtual classroom, handouts, quizzes, homework questions, and a Zoom re-demonstration/final exam.

Included in this packet are the Payment Guidelines, a Registration Form, the Student Enrollment Contract, a Payment Information Form, a Release of Information Form, and the Course Policies and Procedures.

Saco River Education has an open enrollment policy; a student can enroll at anytime! Simply fill out and return pages 3 thru 6 of the registration packet to Saco River Education and retain pages 2 and 7 for your records. Once Saco River Education has received all necessary forms and payment, a confirmation email is sent with all necessary information to access the web site. If there is a third party involved with funding the cost of the Course, the student will need to sign and return the Permission to Release Information Form as well. Saco River Education does have payment plan options, for more information and to set up a payment plan, please email billing@sacorivereducation.com or reference the Payment Information Page.

Should you have any questions regarding this material, or questions about the Course, please feel free to contact Saco River Education by e-mail.

Once again thank you for your interest in Saco River Education and we look forward to working with you soon!



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PAYMENT GUIDELINE FOR PSS COURSE

Payment Policies: Payment in full, or the first installment in a payment plan (\$150), is due upon registration with the remaining balance due within 30 days. Certificates **are not** issued to those who have not paid in full. Access to the website will be granted for a period of six months. **Saco River Education reserves the right to suspend access to any student who has not complied with their payment plan.**

Level I: Individual

Cost: \$300.00/ individual for Full PSS Course

Cost: \$225.00/ individual for DSP Test Out

Cost: \$200.00/ individual for CNA Test Out

Level II: Agency

Cost varies depending on Agency. Please refer to your contracted price. Agency must pay for the course, not the student. Payment plans are not accepted; agency must pay within accepted time frame or will lose the agency discount.

****If a student does not complete the Course a refund may be available. We are obligated to refund the party that paid the tuition. Please see our Refund Policy in the Student Enrollment Contract. Email a request for refund to billing@sacorivereducation.com.**



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REGISTRATION FORM

First Name: _____ Middle Initial: _____ Last Name: _____

Gender: _____ Last 4 SSN#: _____ Date of Birth: _____ Phone: _____

Check box if ok to text to this number ☐

Address: _____

Check the following if you need:

City: _____ State: _____ Zip: _____

☐ Interpreter for Live day (last class)

☐ Test proctored (read to you)

☐ Other _____

E-Mail address (mandatory): _____ (please write clearly – you will need to check this address for correspondence regularly-weekly updates will communicate changes and information)

Current Position: _____ Highest Grade Completed: _____

☐ Full PSS Course ☐ PSS Test Out w/the following certification/license: _____
(please include copy of certification/license)

Employer Info:

Agency Name : _____ Phone Number: _____

Contact Person at Agency : _____

What date does the Agency require you to have your final exam by? _____

I understand that a background check must be conducted in order to obtain the PSS Certification.

I understand that I must read the welcome packet completely.

I understand that I must read my weekly updates for new communications.

I have read and agree to the above ☐

A letter of class confirmation and all materials needed to access the web site are sent as soon as all forms necessary have been filled out and payment is received. Please allow 7 to 10 business days from receipt to process registration.



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STUDENT ENROLLMENT CONTRACT

The Personal Support Specialist Course is a 50-hour online (computer-based) Certificate Course.

Tuition: \$300.00 or otherwise negotiated

Instructors: Joyce S. Segee, RN, MSN, & Elizabeth S. Sjulander, RN, BSN

Student Expectations: Each student must have a valid email address that they will check regularly for correspondence as all information including issues and/or changes will be communicated through the address. Our students are responsible for keeping SRE updated as to their contact information while they are enrolled in the course. Please provide us with your email address below. Please print clearly.

Email address: _____

Refund Policy: All refund requests must be made in writing (utilize the refund request form available online) **within six months of enrollment** and sent to billing@sacorivereducation.com.

- 100% refund available for requests received within three business days of enrollment.
- Tuition minus a \$50 registration fee and a prorated charge for each class taken/time enrolled will be issued after three business days up to a period of six months.
- No refund requests will be honored after six months of enrollment.
- Refunds are issued in the manner and issuer in which they are paid.

Please allow 4-6 weeks for your refund to be processed.

Payment Expectations: Full payment is expected upon registration prior to starting the PSS Course. Saco River Education will accept payment in the form of cash, check, money order, AMEX, Visa, MasterCard or Discover. Checks should be made payable to Saco River Education. Access to the course will not be granted until full payment is received *unless* a payment plan has been established and agreed upon by the billing department at Saco River Education. A confirmation of registration and all materials necessary to access the web site classroom will be sent within 7-10 business days after receipt of all completed registration forms and payment. All billing inquiries, including refunds, should be directed to our billing department at billing@sacorivereducation.com

Expiration/Reinstatement: There will be a six (6) month expiration date on all usernames and passwords. This may be extended to nine months upon request. Reactivation of a student ID will result in a \$50.00 fee.

Complaints: All concerns or complaints related to the PSS Course should be directed to SRE@sacorivereducation.com or sent to Saco River Education, at P.O. Box 69 Waterboro, ME. 04087.

Payment Plan: Payment plans are available. Please see the payment sheet for more information. SRE reserves the right to suspend the password at anytime for NON-payment. Certificates of completion will be held until verification of all funds has occurred and no student will be allowed to attend a final exam until full payment is received.

Tech Support: Is available by emailing srss@sacoriver.net. You are encouraged to fully read the Welcome Packet as most technical support issues can be easily solved by following the instructions.

Background Checks: Per State Statutes Title22, Chapter 405, §1812-G, all students need to submit a completed background check. Background checks may be submitted by your employer, or you can obtain your own at <https://apps1.web.maine.gov/online/pcr/>. **Please note that certain disqualifying offenses, including criminal convictions, may prohibit an individual from working as a PSS/Direct Care Worker.**

Student Signature: _____ Date: _____



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PAYMENT INFORMATION

Reminder: For all payment methods, tuition is due upon registration. Acceptable payment methods are cash (do not mail), money order, checks, AMEX, Visa, Mastercard and Discover. No student will be allowed to attend a final exam prior to full tuition being received.

- ☐ Payment in full
☐ Payment plan: \$150 down /\$150 due in 30 days (invoice will be emailed when due)

☐ I am paying by **CHECK or MONEY ORDER.**

Please make payable to **Saco River Education** and mail to:
P.O. Box 69
Waterboro, Maine 04087

☐ I am paying by **CREDIT CARD.** (please fill out the information below)

I authorize Saco River Education to charge my credit card for tuition for the plan chosen above- I understand charges will be made automatically when due if payment plan is chosen.

(Card number)

(Exp. Date)

(Card Security Code)

(Signature)

(Date)

(Name on card)

Billing Address: _____

[] I am paying by **CASH.** (Please, do NOT mail cash)

If you wish to pay by cash, please come to our location at:
802 Main Street
Waterboro, Maine 04087

*This is the Saco River Health Services office, you may
pay by cash and get a receipt for payment at this location.*

[] Please **BILL MY PROVIDER.** Provider's Signature: _____



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PERMISSION TO RELEASE INFORMATION

As a student who is participating in this class, funded by an agency / facility, you **MUST** give permission for Saco River Education to release information to that agency / facility.

I, _____, hereby give permission for Saco River Education to disclose/receive information to/from _____ (please fill in the name of the agency / facility) about any of the following:

1. All Attendance
2. General Updates with detail available upon request
3. All correspondence between Student and SRE
4. Background Check

The above information will be released with my full consent. I understand that this authorization remains in effect until a written request is sent to revoke this authorization.

Signature of Student Allowing Release of Information

Date

TO PROVIDER, please provide SRE with an email address that is checked frequently so SRE can send you Progress Updates and any other necessary information.

Email Address: _____

Contact Name: _____

Saco River Education – 802 Main Street - P.O. Box 69 - Waterboro, ME 04087

Phone 207-247-9000 Fax 207-247-9000

www.sacorivereducation.com

E-mail SRE@sacorivereducation.com



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POLICIES AND PROCEDURES OF THE COURSE

Student Attendance: Each student is responsible for his/her own progress. Each student must have an email address that you monitor frequently. Progress Reports (with a signed Permission to Release) will be sent to any Agency that is funding the training.

Length of Course: The Course is accessed through a 24-hour website therefore the class length is the amount of time it takes the student to complete the required materials. Saco River Education (SRE) expects the course to be completed within 6 months, yet we reserve the right to terminate enrollment for students due to inactivity. Students will be notified via email. On initial enrollment an expiration date will be given six months for completion. An extension to nine months is easily obtained by contacting Saco River Education via email.

Independent Study: Each student who is enrolled in SRE's online training is an independent study student. We expect that our students will take responsibility for initiating activity on our learning website. We are available via email and will respond to your questions as soon as we can.

Student Learning Expectations: Each student is expected to independently complete all the required classes including viewing/listening to the class, reading any associated handouts, and submitting accepted homeworks and quizzes. We will contact students via a weekly update; this will show progress as well as homework/quizzes not accepted. It will list missed videos that you will have to watch to receive credit. Students may contact SRE at sre@sacorivereducation.com for further clarification if needed. Students will also be required to attend a re-demonstration and final exam over Zoom.

Partial Completion: Any student who completes the initial "core" curriculum (classes 1-6) can receive a partial certificate of completion. This may be credited towards the Certified Nursing Assistant Curriculum for a period of two years.

Educational Materials: The online program is the primary text. Students are NOT required to purchase any text for this Course. The classroom/curriculum material, however, is **ONLY** available online and not available to be printed, for any fee.

Testing: Students will complete homework and quizzes located within the PSS classroom. These are taken at the end of each class and may be taken up to three times if a score of 80% is not achieved. Once a homework/quiz is taken more than once, a maximum grade of 80% is assigned. Any homework/quiz that you fail more than three times is reset by our office within two business days. Once we reset the homework/quiz you will receive an email indicating it was reset. You may continue moving forward in the Course and go back to the homework/quiz that was previously failed. A re-demonstration of skills is required after all classes have been completed. A secured final exam is given on the re-demonstration day. The student must achieve an average of 80% on all testing to successfully complete the course. After successful completion of all classes, re-demonstration skills and the final exam, certificates are requested from the State of Maine. You may print your certification from [ALMS License Information : Search Individuals](#) in approximately six weeks after completion of final exam.

Required Materials: A windows-based computer in which you are the administrator (i.e. not a "guest"), a working email address that you check regularly (i.e. at least 5 times a week) and access to the internet (preferably high speed).