



IPDC Community Health Worker Student Handbook

Student policies and procedures

This handbook explains participation in IPDC’s 156-hour Community Health Worker (CHW) basic training course, including attendance, coursework, conduct, student support, records, and complaints. Use the School Catalog for the curriculum and the current Canvas calendar for cohort dates.

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Handbook updates

IPDC posts handbook and policy updates with timestamps at chwresourcecenter.org/handbook and notifies active students of changes.

CHW professional pledge

As a CHW student, I will share knowledge respectfully, act with fairness and cooperation, protect other people’s privacy, communicate professionally, and support a safe learning community. I will apply what I learn to serve communities with care and integrity.

1) Program participation

Program overview

The International Pre-Diabetes Center (IPDC) CHW basic training course builds skills in outreach, advocacy, culturally responsive communication, health education, and support for individual and community needs. It requires 156 hours over approximately four months: 32 facilitator-led virtual classes on Tuesdays and Thursdays except federal holidays, Canvas learning, and scheduled physical classroom or community-based activities as applicable. Cohort dates, class times and locations appear in Canvas. The CHW School Catalog gives the curriculum and module descriptions.

Program contacts

Area	Contact	Email and telephone
Course instructor	Dr. Yvonne Grant	ygrant@internationalprediabetescenter.org
Operations	Nicole Grant Operations Manager	ngrant@ipdc4dm2.org (818) 714-2037 ext. 5121
Human Resources	Denise Pinkett	hr@ipdc4dm2.org (818) 714-2022

Administrative office hours: Monday through Friday, 10:00 a.m.–5:30 p.m. Ask your instructor or check Canvas for current instructor office hours. Consult the cohort calendar for class times, the time zone, and federal holiday exceptions.

Virtual and blended learning

Test Zoom audio, microphone and camera before virtual class. Use reliable internet and an appropriate learning space. Follow Canvas notices for any scheduled physical classroom or community-based activity.

Online and blended learning requires basic computer skills. Students are expected to:

- Open files in standard formats (e.g. MS Office documents, PDFs and images)
- Create, save, organize, and maintain digital files
- Interact with the learning management system (Canvas LMS, CHW Student Resource Center, Zoom, & GoTo)
- Communicate electronically
- Browse and search the web

Use a computer, laptop, or tablet with internet access, a microphone, camera, and basic software to access Zoom and Canvas materials. If you have difficulty with a device or internet access, contact Human Resources for support or an accommodation.

Participation and communication

Participate actively in live and physical learning activities, and engage respectfully in discussions and small groups. Keep your camera on during virtual classes unless an accommodation or exception has been arranged. Log into Canvas regularly and check the Inbox daily. IPDC sends a registration link for enrollment with a personal email address. Complete coursework by the applicable Canvas calendar and communicate with staff about delays.

Contact your instructor about course concepts, assignments, or feedback. Check Canvas or ask for instructor office hours and student study-group details.

Set aside a consistent time each day for coursework and studying. Use a familiar, distraction-free study space and take responsibility for keeping your coursework organized.

To remain in good standing, participants are expected to stay on track with coursework and program requirements.

Finding course materials in Canvas

Canvas area	What students can find or do
Announcements	Program news, updates, and notices.
Syllabus	Course content, expectations, and the course overview.
Modules	Topic materials, videos, quizzes, and discussions. Activities open after the related classroom topic is covered.
Session Recordings	Find this area within Modules to view missed class sessions.
Grades	Review scores and feedback. Use Arrange By → Modules to review submissions by topic.
Inbox	Check daily for program messages and communication.

Quizzes and discussions

Quiz and discussion scores are shown out of 100 points. Each module includes at least one discussion; answer the prompt and reply to another participant as directed. Review Grades for scores and feedback, using Arrange By → Modules to organize submissions. Do not include identifying or private information about clients or anyone else. You may choose to discuss your own lived experience.

Aim to complete released quizzes and discussions by Sunday at 11:59 p.m. to stay on track. This is a study target, not a hard cutoff. Late work is accepted, and repeated delays prompt staff to work with you on a plan. Follow your Canvas calendar and contact your instructor for help. Missed-class makeups remain due within one week.

2) Attendance and academic progress

Attendance requirements

The course requires 156 documented training hours. Students should complete all 32 class sessions, either live or through the required makeup when absent. At least 75 minutes of a scheduled 90-minute virtual session earns credit for the full session. A class with less than 75 minutes of attendance requires makeup. The 156-hour activity allocation is being finalized; see the catalog for the current training plan.

For virtual classes, keep your webcam on unless an exception or accommodation is arranged. If you must step away, inform the CHW Team Leader in the Zoom chat. If you attend less than 75 minutes, follow the recorded-session and knowledge-check makeup process within one week.

Absences and makeup work

Students may miss up to four (4) of the 32 live virtual sessions under the attendance review policy. Every missed session must still be completed within one week by viewing its Canvas recording and completing the related knowledge check. Recordings are in Modules under Session Recordings. Follow the cohort calendar and staff instructions for any missed physical activity.

After three class no-shows without supporting documentation, such as a doctor's note or a related document, the instructor will meet with the student. Human Resources will then review the situation and determine the next steps.

More than four absences places the student on review with the program administrator to discuss attendance, make up missed material, and plan improvement. This limit does not waive the requirement to complete all classes live or through makeup.

More than four absences may extend the completion timeline or lead to dismissal if attendance does not improve following review. Staff consider documented extenuating circumstances individually. Contact Human Resources to discuss a withdrawal, leave, return, readmission, or dismissal concern; staff will develop a plan for your situation while formal procedures are finalized.

Attendance is paramount but we also aim to work with participants facing challenges. Please communicate early with the program administrator or your CHW team leader if difficulties arise impacting your attendance so appropriate support can be provided.

Grades, quizzes, and final assessment

A score of 70% or higher is required to pass quizzes, discussions, and makeup class summaries. Quizzes allow two total attempts; Canvas retains the highest score. A third quiz attempt requires a request to administration and approval. If the third result remains below 70%, staff provide individual coaching and guidance. Quiz grading may take up to three business days depending on complexity. Final-exam review may take longer. The final exam uses taught material, sometimes reworded or presented as scenarios; ask the program team for current exam rules, including attempts, covered modules, and the passing requirement.

Grade scale: A = 90–100%; B = 80–89%; C = 70–79%; D = 60–69%; F = below 60%.

The program does not charge students tuition, enrollment fees, or other out-of-pocket program charges. Ask Human Resources about an individualized leave, withdrawal, or return plan. There is no student tuition refund because IPDC charges no tuition.

3) Student records and evaluations

Test scores, homework, and other course information are available in Canvas. IPDC stores physical onboarding files in a locked location with access limited to personnel who need the information for their work. A referring partner typically retains its own onboarding files. Quarterly evaluations and regular assessments are documented as applicable to the student's program.

Contact Denise Pinkett, Human Resources, at hr@ipdc4dm2.org or (818) 714-2022 for help requesting IPDC or partner records. IPDC does not charge for records requests. Human Resources responds within two to three business days; actual fulfillment timing depends on the request.

For record corrections, authorized releases, a transcript or completion document, and fulfillment timing, contact Human Resources. Record retention and access procedures still require IPDC confirmation.

4) Student conduct

Learning and respectful participation are central to the CHW course. Disruptive conduct or a violation of program policies can lead to disciplinary review and, where warranted, dismissal. Contact Human Resources to discuss your situation or request guidance about returning to training.

Academic integrity and plagiarism

We are committed to fostering a learning environment rooted in honesty, personal accountability, and genuine effort. All participants are expected to complete assignments, quizzes, and other coursework using their own words and original thinking. Plagiarism—including copying and pasting content from outside sources such as websites, study aids, or AI tools—is strictly prohibited. Submitting work that is not your own undermines the purpose of the program and violates our standards of academic integrity. Violations of this policy will result in the following actions:

- **First Violation:** The participant will receive a formal written warning and a reminder of the policy.
- **Second Violation:** The participant will be suspended from the program pending review and may be subject to discharge.
- **Third Violation:** If allowed to return after a second violation, a third offense will result in automatic and immediate discharge from the program.

We reserve the right to determine what constitutes a violation based on the nature of the work submitted and any patterns of concern. By continuing in this program, participants agree to uphold these standards and engage in learning with honesty and integrity.

Respectful communication and gossip

Our organization strives to maintain a respectful and professional workplace. As such, gossiping about co-workers, supervisors, customers, clients, participants or any member of the organization is strictly prohibited.

Gossip is defined as idle talk or rumors that are malicious, confrontational, or unfounded. Discussing someone else's personal or private business with others who do not have a legitimate need to know is considered gossip. Spreading accusations without factual backing is harmful.

Respect other people's privacy. Do not share identifying or private client information in class discussions, Canvas, or group work. Students may share their own lived experience voluntarily without exposing another person's identity. Report policy or conduct concerns to your Instructor or Denise Pinkett in Human Resources at hr@ipdc4dm2.org or (818) 714-2022.

The respectful communication policy does not prevent good-faith complaints or requests for help.

Let's strive to build each other up, assume positive intent, and maintain open and honest communication. Together we can create an ethical and engaged CHW workplace culture.

5) Student support and equal opportunity

Academic support

Instructors and administrators support student progress through instruction, feedback, and guidance. Ask your instructor about coursework and contact Human Resources about barriers to participation, accommodations, or referrals. IPDC also maintains alumni contact and offers career-support resources as available.

Counseling and community referrals

Occasionally students encounter situations in their lives that impact the learning process; when this occurs students will be referred to trained staff; if the situation is beyond the expertise of our staff a referral will be made to a community resource that can offer the help needed. Life Skill and Job Readiness classes will also be provided. These classes offer additional instruction that explores self-knowledge, problem-solving skills, coping strategies, and job readiness skills to encourage the creation of a strategic plan for lifelong learning.

Drugs and alcohol

IPDC CHW Resource Center is committed to maintaining a drug-free workplace and academic environment as stated in the Federal Drug-Free School and Communities Act of 1989 and the Drug-Free Workplace Act of 1988. There is a zero tolerance for drugs and alcohol. Illegal drug use and the abuse of alcohol are dangerous and may result in permanent damage or death. The unlawful manufacture, distribution, dispensing, possession or use of illegal drugs by students is prohibited and will result in expulsion from the program.

Report concerns under the drug and alcohol policy to Denise Pinkett, Human Resources, at hr@ipdc4dm2.org or (818) 714-2022.

Emergency response

If a student falls ill or is injured during the course of class and is unable to determine their own level of care, IPDC CHW Resource Center's staff will contact the student's emergency contact and 911 for emergency assistance.

Equal opportunity pledge

IPDC provides equal opportunity in CHW training and does not tolerate discrimination based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, disability, age, or any other status protected by applicable law. The separate registered apprenticeship has additional equal opportunity requirements for its applicants and enrolled apprentices.

Accommodation requests

To request an accommodation or discuss access needs, contact Denise Pinkett, Human Resources, at hr@ipdc4dm2.org or (818) 714-2022.

The CHW course is taught in English. Contact Human Resources about accommodations or access needs. Current cohort dates, class times and any physical learning locations appear in Canvas.

6) Complaints and grievances

CHW course complaints

Students in the 156-hour CHW course may raise questions, concerns, or complaints with Denise Pinkett, Human Resources, at hr@ipdc4dm2.org or (818) 714-2022. When possible, submit a written complaint within 15 calendar days of the concern or alleged violation.

Include your name, contact information, a clear description, relevant dates and people, and supporting documents. IPDC will review the concern, try to resolve it locally, and provide a written response within 30 calendar days of receiving the complaint when reasonably possible.

You may contact an external agency without first completing the IPDC process. The local process does not pause or extend external filing deadlines. Do not wait for IPDC's response if an external deadline is approaching.

Student grievance procedure for registered apprenticeship

International Pre-Diabetes Center Inc. | Diabetes Self-Management & Prevention Education

Complaint procedures under 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12, and 30.14.

This procedure applies to apprenticeship applicants and registered apprentices. Enrollment in the CHW course alone does not establish apprentice status. If an applicant or apprentice believes an issue adversely affects participation in the apprenticeship program or violates the apprenticeship agreement or Standards, the person may seek relief. These procedures do not prevent an apprentice from pursuing another remedy authorized by Federal, State, or local law.

Discrimination complaints

A discrimination complaint must be in writing and include the complainant's name, address, telephone number or another way to make contact, and signature; the identity of the respondent; and a brief account of the actions believed to be discriminatory, including when and where they occurred. Generally, the complaint must be filed within 300 days of the alleged discrimination or failure to follow apprenticeship equal opportunity standards. File with the Registration Agency for the apprenticeship program. IPDC has supplied the following Office of Apprenticeship contact for these complaints:

U.S. Department of Labor, Office of Apprenticeship

Attention: Apprenticeship EEO Complaints
Director, Division of Registered Apprenticeship and Policy
200 Constitution Ave. NW, Washington, DC 20210
Telephone: (202) 693-2796
Email: ApprenticeshipEEOcomplaints@dol.gov

An applicant or apprentice may also be able to file directly with the Equal Employment Opportunity Commission (EEOC) or a State fair employment practices agency. Separate jurisdiction and filing deadlines may apply.

Other apprenticeship agreement complaints

The sponsor will hear and attempt to resolve a general apprenticeship matter locally if it receives written notice from the apprentice within 15 days of the alleged violation. The sponsor will make a ruling as needed in each case within 30 days after receiving the written notice.

Yvonne Grant

14500 Roscoe Blvd., 4th Floor, Panorama City, CA 91402

Telephone: (818) 714-2066

Email: ygrant@internationalprediabetescenter.org

For an unresolved controversy under an apprenticeship agreement that is not covered by a collective bargaining agreement, 29 CFR § 29.12 permits the apprentice or an authorized representative to submit a signed written complaint to the appropriate Federal or State Registration Agency within 60 days of the final local decision. Include the specific matter, relevant facts, and pertinent documents and correspondence. The Registration Agency renders an opinion within 90 days of receiving the complaint under that provision. Discrimination complaints use the separate procedure above.

IPDC general contact information

International Pre-Diabetes Center Inc.

14500 Roscoe Boulevard, 4th Floor, Panorama City, CA 91402

Email: info@ipdc4dm2.org | Office: (818) 714-2022

Website: www.ipdc4dm2.org

Federal complaint references

29 CFR § 29.12: [ecfr.gov/current/title-29/part-29/section-29.12](https://www.ecfr.gov/current/title-29/part-29/section-29.12)

29 CFR § 30.14: [ecfr.gov/current/title-29/part-30/section-30.14](https://www.ecfr.gov/current/title-29/part-30/section-30.14)