

CERTIFIED PROFESSIONAL DOULA

STUDENT HANDBOOK



Table of Contents

GENERAL INFORMATION	4
WEBSITE	4
MAIN CAMPUS ADDRESS	4
MAIN CAMPUS HOURS	4
MAIN CAMPUS PHONE NUMBER	4
MAIN CAMPUS EMAIL	4
ACADEMY DIRECTOR CONTACT INFORMATION.....	4
DIRECTOR OF PROGRAMS & INSTRUCTION CONTACT INFORMATION	4
CLINICAL DIRECTOR CONTACT INFORMATION.....	4
ABOUT THIS HANDBOOK	5
WHO WE ARE	6
AUTHORITY & RESPONSIBILITY	7
IMPARTIALITY, FAIRNESS and NON-DISCRIMINATION	8
ACCREDITATION	9
PURPOSE OF CERTIFICATION	10
OVERVIEW OF CERTIFICATION PROCESS	11
SCOPE OF PRACTICE	13
CPD TRAINING PROGRAM APPLICATION PROCESS	14
CPD TRAINING PROGRAM REQUIREMENTS	15
CLINICAL ROTATION INFORMATION	16
CPD CERTIFICATION EXAMINATION	17
RECERTIFICATION REQUIREMENTS	19
CERTIFICATION AND CERTIFICATES	20
GRANDFATHER CLAUSE	23
ACADEMIC POLICIES	24
ACADEMIC MISCONDUCT	24
ACADEMIC PROGRESS	24
GRADING SCALE	24
GRADE APPEAL.....	24
STUDENT LEAVE	25
REPEATING COURSES	25
APPEARANCE.....	25
DROP/ADD/WITHDRAWAL/REFUND	25
CPD PROGRAM TUITION REFUND SCHEDULE.....	25
NO SHOW	26
GROUNDS FOR DISMISSAL	26
DISCIPLINARY PROCESS	26
COURSE REVIEW POLICY.....	27
LOW ENROLLMENT.....	27
EMERGENCY CONDITIONS/INCLEMENT WEATHER POLICY	27
GENERAL POLICIES	28

CONFLICT 28

THEFT, VANDALISM, PROPERTY DAMAGE..... 28

HIPAA 28

FALSE REPRESENTATION..... 28

VIOLATION OF STATE, FEDERAL, or LOCAL LAW 28

SMOKING/VAPING/ALCOHOL and DRUG USE 28

WEAPONS 29

NAME CHANGES 29

STUDENTS WITH DISABILITIES ACCOMMODATIONS (9.2.5) 29

USE OF FACILITIES 29

PUBLIC INTERNET USE POLICY 29

WORKERS' COMPENSATION..... 29

CODE OF CONDUCT..... 30

 STUDENT CODE OF CONDUCT 30

STUDENT RIGHTS AND RESPONSIBILITIES 31

STUDENT COMPLAINTS & GRIEVANCES 32

 Student Complaints 32

 Student Appeals..... 32

 Student Appeal Process and Procedure 32

 Student Appeals Committee Composition 33

CPD CANDIDATE/CERTIFIED PERSONS COMPLAINTS, GREIVANCES & APPEALS 34

 Complaints or Grievances Against a Certified Persons..... 34

 CPD APPEALS (For Candidates or Certified Persons)..... 35

 CPD Appeal Process and Procedure 35

 CPD Appeals and Complaints Committee Composition 36

DEFINITIONS 37

GENERAL INFORMATION

WEBSITE

<https://www.AlloDoulaAcademy.org/>

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)
1-855-55-TRIBE Option 3

MAIN CAMPUS EMAIL

training@alلودoulaacademy.org

ACADEMY DIRECTOR CONTACT INFORMATION

Sarah Lind
sarahl@alلودoulaacademy.org

DIRECTOR OF PROGRAMS & INSTRUCTION CONTACT INFORMATION

Terri Lind, MA
terri@alلودoulaacademy.org

CLINICAL DIRECTOR CONTACT INFORMATION

Mandy Baker, RN
mandy@alلودoulaacademy.org

NATIONAL DOULA CERTIFICATION BOARD

INFO@CPDBoard.com

ABOUT THIS HANDBOOK

The purpose of this handbook is to ensure compliance with regulations and give guidance to Allo Doula Academy 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 to be enrolled in any training course or certification program offered by Allo Doula Academy. 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, Allo Doula Academy reserves the right to make changes at any time deemed necessary.

The most current version of this handbook will be available on Allo Doula Academy internal network.

ALLO DOULA ACADEMY HANDBOOK VERSION RECORD

Version 1	AlloTribe Training Academy Student Handbook	01/20/2020
Version 2	Updated	06/01/2021
Version 3	Name change updates	11/20/2021

WHO WE ARE

Allo Doula Academy is the first and only doula training organization seeking national (third-party) accreditation in the United States. We are thought leaders shaping the future of doulas and doula certification. We support the education and practice of doulas nationwide, aiming to form a bridge between families and doulas by providing full-spectrum care before, during and after the birth of a child.

OUR MISSION

To provide education, support, professional development, and growth opportunities to the doula community, elevating the work to a widely recognized profession. We equip our doulas with everything they need on a professional and individual level to deliver exceptional full-spectrum care and foster ongoing community to families. We aim to fill in the care gap between provider and client, client and family and family/friends/client.

OUR VISION

To transform the world's understanding of doulas, and therefore the future of the industry at large. We aim to be thought leaders in the space, and the leading doula mentorship, development, and accredited training program in the nation.

CORE VALUES

Community: Collaboration, Family, Support, Togetherness

Leadership: High Standard of Excellence, Consistency, Continuing Education, Forward-Thinking

Connection: Trust, Inclusivity/Non-judgement, Personalized Attention, Deep Understanding

AUTHORITY & RESPONSIBILITY

Allo Doula Academy is solely responsible and retains authority for all activities associated with or deriving from the training programs and courses related to the CPD certification program including all activities, assessments, homework, synchronized class platform, clinical experience and oversight, instructors, and continuing education courses. Allo Doula Academy will process and manage all student complaints and grievances in relationship to the CPD training program.

The National Doula Certification Board (NDCB) 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 National Doula Certification Board has the authority and responsibility to process appeals and manage complaints and grievance made against or by certified persons and candidates for certification. (See Appeals section for process and more information.)

The policies included in this handbook are guidelines only and are subject to change as the Allo Doula 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

Allo Doula Academy and the NDCB 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. Allo Doula Academy will notify the person concerned when Allo Doula Academy is required by law to reveal confidential information about that person.

Allo Doula 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, and shall not disclose any confidential information to third parties or any other parties.

IMPARTIALITY, FAIRNESS and NON-DISCRIMINATION

Statement of impartiality and management of conflict of interest:

Allo Doula Academy (ADA) is committed to impartiality and management of conflict of interest through the following steps:

- Top management staff stress the importance of never compromising on our commitment to impartiality, independence, or integrity.
- ADA staff and students understand the importance of impartiality and any potential conflicts of interest in carrying out its training and certification process.
- ADA shall act impartially in relation to its applicants, students, and candidates.
- ADA 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.
- ADA applies their policies and procedures fairly among all applicants, students, candidates, and certified persons.
- While educational prerequisites to our training programs may apply, ADA does not restrict certification on grounds of financial or other limiting conditions, nor requirement of membership in any association or group.
- ADA does not allow commercial, financial, or other pressures to compromise impartiality
- ADA shall act impartially in relation to family, friends, and other close relationships should they be enrolled in any program or activities (6.1.8)
- ADA has procedures in place to guard against known conflicts of interest to ensure impartial judgments.

ACCREDITATION

[insert upon accreditation]

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.

OVERVIEW OF CERTIFICATION PROCESS

CPD doulas are certified by the National Doula Certification Board, and students/candidates must complete the following steps in order to apply for certification.

- Successful completion of Training Program
- Successful completion of Clinical Experience
- Successful passing of the CPD Exam
- Completed Professional Portfolio
- Completed Certification Application

Requirements for Certification

Following successful completion of each of the fifteen-week class periods, the homework assignments, skills assessments, quizzes, tests, each of the additional assessment pieces listed in the ASSESSMENT TOOLS section of this document and the clinical rotation requirements, students will be considered candidates for Certification and can apply to the CPD Certification Board to complete the steps to certification.

The following four steps need to be completed by the candidate:

1. CPD Certification Application
2. The candidate will submit a professional portfolio to the NDCB. The expectations for the portfolio can be requested from the board which uses a detailed rubric for evaluation. The Portfolio passing standard is 200/250 (80%).
3. The candidate will submit an hourly log, experiences checklist and a writeup detailing their clinical experience. The Clinical Director for the Academy holds a non-voting position on the NDCB and provides oversight for the evaluation of the candidate's clinical experience. The NDCB holds the right to validate the hours log against the clinical site's records of student rotation.
4. Register and take the CPD Certification Exam. This exam is separate from the training program.
5. The candidate will submit proof of successful completion of the CPD Training Program (certificate).

Upon successful completion of the above steps and a passing mark of 80% or greater on The CPD Certification Exam, the NDCB will issue the credential Certified Professional Doula. (See the Certification and Certificates section below).

Overview of the Training Program

The Certified Professional Doula Training Program is approximately a 200-hour synchronous course meant to be completed in 15 weeks with once weekly class sessions of four (4) hours and additional online lecture, question, and response

postings. Approximately eighty (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 seventy-five (75) total hours.

Training Program Assessment Process (9.2.1)

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 tests
- 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 through the National Doula Certification Board. Please refer to the CPD Exam section of this handbook for further information.

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. Certified Professional Doulas do not diagnose, treat, or intervene. Allo Doula 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

CPD Doulas Do:

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

CPD 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 \$50.00 at the time the application is submitted. Applications will be reviewed individually by Allo Doula 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 to 50lbs, stooping, bending, sitting, or standing for long hours, etc...)
- must have a valid high school diploma or GED

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 experience

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
- Acknowledgement of Student Handbook

Attendance Policy

Attendance at all sessions is required for successful program completion and certification. One excused absence may be made up in the Allo Doula Academy training center via video review of the missed session along with the submission of 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 always follow professional standards. Students will complete their clinical requirement during the course. Scheduling for specific requirements and hours are 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.

CPD CERTIFICATION EXAMINATION

Exam Requirements and Rules

The National Doula Certification Board (NDCB) sets forth all exam requirements and rules and will be responsible for proctoring and grading all exams.

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

- Students are required to bring their Allo Doula Academy 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 CPD Certification Board.
- 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: The NDCB 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 Allo Doula Academy classroom at 7797 Raleigh St Westminster, CO 80030, or other approved sites.

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. Test questions are reviewed on an annual basis to ensure up to date information and accuracy. Students will have 90 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 CPD Certification Board 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 \$100. 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.

RECERTIFICATION REQUIREMENTS

In order to maintain active certification and use of the CPD credential all certified persons must complete the recertification process with the National Doula Certification Board prior to the expiration of three years of initial certification. The recertification application will be available no sooner than six (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 Allo Doula 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 to the NDCB) 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.

CERTIFICATION AND CERTIFICATES

Issuing of Certificates

The National Doula Certification Board (NDCB) is responsible for issuing all CPD certifications and credentials.

All candidates who have successfully completed the steps for certification 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 NDCB, who retains sole ownership of the certificate and certification.

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 are issued a certificate are granted the CPD credential and will be listed in the Allo Doula Academy certified doula directory as well as on the NDCB website. 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 Allo Doula 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 the NDCB.

Request for Duplicate Card: A duplicate card may be requested by sending an email to info@CPDBoard.com and for a fee \$25. The duplicate card will be sent electronically.

Terms of Certification Agreement

Once certification been awarded, candidates can practice as a Certified Professional Doula (CPD). They are expected to maintain 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 Allo Doula Academy and the NDCB. 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.
- Allo Doula Academy and/or the NDCB may release confidential certified persons 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, Allo Doula Academy and/or the NDCB 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 Allo Doula Academy 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 National Doula Certification Board (NDCB) reserves the right to investigate the circumstances of any complaint against a Certified Professional Doula (CPD) 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 CPD credential
- Illegal use of Allo Doula Academy'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 Allo Doula Academy 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 the NDCB and the doula will be held responsible for all incurred legal fees. The NDCB reserves the right to charge additional fees related to legal action.

GRANDFATHER CLAUSE

All CPD students and certified persons 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.

Additional audits from ANSI that require changes in the certification scheme will be made a part of the on-going CPD training program, and the Keeping Current Course that is required for recertification.

ACADEMIC POLICIES

ACADEMIC MISCONDUCT

Academic misconduct is a violation of the Allo Doula 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 without refund.
4. Passing academic standards for each program will be detailed in the corresponding course/program syllabus.
5. Remediation or academic/clinical success plans may be utilized at the discretion of Allo Doula Academy's instructors.

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 Allo Doula Academy courses and programs.

Incomplete Grade: Currently Allo Doula Academy 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. Allo Doula 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 Allo Doula 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 FOR DISMISSAL

Allo Doula 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. (See Disciplinary Process below).

DISCIPLINARY PROCESS

Allo Doula Academy values the feedback of the clients we support. During the clinical experience, any negative feedback will be reviewed, and if needed, additional educational support and/or disciplinary action will be decided on a case-by-case basis. Any additional action may result in a delay of certification and a fee may be assessed to cover the cost of additional education/clinical hours.

Potential Disciplinary Actions

If there are valid grounds for a complaint against a student/candidate, Allo Doula Academy may implement 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—Allo Doula Academy reserves the right to suspend a student from the training program or clinical experience
- Remediation—repeat of academic or clinical requirements with additional fees.
- Revocation of Certification—the CPD credential/certification can be revoked by the NDCB.

All appeals pertaining to the student in the training program must contact the Academy Director via email within 10 days of the disciplinary action decision. All appeals pertaining to suspension or revocation of certification must follow the appeals process set forth by the NDCB. (See appeals section for further information).

COURSE REVIEW POLICY

Allo Doula 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 Allo Doula Academy internal network.

LOW ENROLLMENT

Allo Doula Academy 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

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

UNEXPECTED CALENDAR INTERRUPTION

Allo Doula 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.

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 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. Allo Doula Academy will issue a new wallet card within twelve (12) weeks of the request unless the person is due for recertification within six (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 ACCOMMODATIONS (9.2.5)

Students requesting accommodations for disabilities for the training program, shall inform Allo Doula 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 Allo Doula Academy Training Facility is strictly for academic use during scheduled course hours. Unauthorized entry will result in disciplinary action. Campus doors will remain locked outside of class hours.

All equipment belonging to Allo Doula Academy 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 Allo Doula 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

Allo Doula Academy maintains Workmans' Compensation insurance for all clinical locations and sites. This insurance covers CPD students and instructors during all clinical experience activities at the clinical location.

CODE OF CONDUCT

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

STUDENT CODE OF CONDUCT

All CPD students are required to uphold the following rules and regulations during their clinical experiences and training program. All students must stay within the CPD Scope of Practice and always maintain the principles and values of professionalism.

Allo Doula 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 Allo Doula 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 educational or 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.
10. Any behavior that threatens safety or the health and well-being of patients, family members, staff, and other students or instructors.

STUDENT RIGHTS AND RESPONSIBILITIES

Freedom to Learn: Allo Doula Academy recognizes and upholds academic freedom and the right of students to learn.

Freedom of Expression: Allo Doula Academy 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 Allo Doula Academy, nor does Allo Doula Academy 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: Allo Doula Academy 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

Student Complaints

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

A complaint must be submitted in writing to the Allo Doula Academy within 10 days of the occurrence of an incident via email to: training@alلودoulaacademy.org (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 Allo Doula Academy will provide progress reports as applicable. Allo Doula Academy assumes responsibility for investigating the claim and verifying any information to validate the complaint. Allo Doula Academy will formally notify the student or complainant with final results.

Allo Doula Academy is committed to maintaining confidentiality and privacy as it relates to the complaint and the entire complaint-handling process.

The Allo Doula Academy Director will handle all complaints at this time, unless the complaint is against the Director, and then it shall be handled by the Agency Director.

Student Appeals

A student appeal is a formal request to the Allo Doula Academy Training Department for any student who wants to get special consideration of accommodation related to their academic status.

Student Appeal Process and Procedure

An appeal must be submitted within 3 days of the notification of a decision by the instructor. Individuals must submit a completed "Student Appeals Application" and send via email to the Academy Director with the word "Appeal" and the student's name in the subject line of the email. Appeals are not accepted without this form. All relevant supporting documentation must be included, and copies must be included with the submission.

All appellants will be treated fairly and equitably, and decisions shall not result in any discriminatory actions.

Initial Review

The Academy Director will review the appeal and a response will be sent to the appellant via email within ten (10) days of receipt.

Initial Response

The response will be either:

1. Appeal has been GRANTED, along with any other instructions or requirements on the part of the student.
Or
2. Appeal has been DENIED by the Academy Director 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 Student Appeals Committee.
 - The appeal will then be forwarded to the Student 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 thirty (30) days.
 - The appeal will be delayed providing time to gather further information. Within ten (10) days of that appeal meeting, the applicant will be sent either a letter informing them whether their final appeal was granted or denied.

Student Appeals Committee Composition

The Student Appeals Committee shall be formed at the discretion of the Academy Director and members will be determined by the nature of the appeal. Each appeals committee will be formed on an as-needed basis, and only for the duration of the appeal.

Upon receipt of the appeal, the Student Appeals Committee shall review the appeal within 10 days and if the matter can be handled, a decision will be made, and the appellant will be informed. If the Student Appeal Committee decides they need more information and want to meet in person with the appellant, they will contact the appellant to set up a time and place for that meeting. Upon the conclusion of that meeting, the Student Appeals Committee will discuss any new information they received and arrive at a decision within 3 business days and the appellant will be informed by email immediately of the final decision.

The final decision of the Student Appeals Committee cannot be contested. Appeals are kept confidential, and no discriminatory action will be taken against the appellant.

CPD CANDIDATE/CERTIFIED PERSONS COMPLAINTS, GREIVANCES & APPEALS

Complaints or Grievances Against a Certified Persons

Any complaint or grievance against a CPD certified person must be submitted to the National Doula Certification Board and must meet one of the following grievances:

- A specific violation of the Certified Professional Doula's 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/credential

Process and Procedure:

A complaint must be submitted in writing to the National Doula Certification Board (NDCB) within 30 days of the occurrence of an incident via email with the word "Complaint" and the complainant's name in the subject line of the email and emailed to INFO@CPDBoard.org. 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. A receipt of the complaint will be acknowledged, and NDCB will provide progress reports as applicable.

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 initially provided. If it is determined that no further action is warranted, the complainant will be informed of the decision in writing of the outcome of the initial evaluation. If the preliminary investigation supports the complaint, the NDCB chairperson 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 ten (10) days of a final decision being rendered, the findings will be communicated to the subject of the complaint.

CPD APPEALS (For Candidates or Certified Persons)

An appeal is a formal request to the National Doula Certification Board (NDCB) 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.

CPD Appeal Process and Procedure

An appeal must be submitted within 10 days of the notification of a decision by the NDCB. Individuals must submit a completed Appeals Application and send via email to the chairperson of the NDCB 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 Candidate & Certified Person Appeals Application and it can be found in the Forms section of this handbook or from the NDCB. Appeals are not accepted without this form. All relevant supporting documentation must be included, and copies must be included with the submission.

All appellants will be treated fairly and equitably, and decisions shall not result in any discriminatory actions.

Initial Review

NDCB chairperson will review the appeal and a response will be sent to the appellant via email within ten (10) days of receipt.

Initial Response

The response will be either:

1. Appeal has been GRANTED by the NDCB along with any other instructions or requirements on the part of the student.
Or
2. Appeal has been DENIED by the NDCB, 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 thirty (30) days.

- The appeal will be delayed providing time to gather further information. Within ten (10) days of that appeal meeting, the applicant will be sent either a letter informing them whether their final appeal was granted or denied.

CPD Appeals and Complaints Committee Composition

The Appeals Committee shall be formed at the discretion of the NDCB chairperson and members will be determined by the nature of the appeal and shall not include persons involved in the initial decision being appealed. Each appeals committee will be formed on an as-needed basis, and only for the duration of the appeal.

Process: Upon receipt of the appeal, the Appeals Committee shall review the appeal within 10 days and if the matter can be handled, 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 appellant to set up a time and place for that meeting. Upon the conclusion of that meeting, the Appeals Committee will discuss any new information they received and arrive at a decision within 3 business days and the appellant will be informed by email immediately of the final decision.

The final decision of the Appeals Committee cannot be contested.

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

DEFINITIONS

Applicant: a person who has applied to the CPD program

Appeal: is a formal request for any individuals who want to get special consideration of accommodation related to their academic or certification status. Appeal applications must be filled out and submitted to the appropriate department/division based upon the appellant (student or candidate/certified person).

Student Complaint: official written form of communication that is submitted to Allo Doula Academy in which the student explicitly expresses dissatisfaction regarding an instructor or any aspect of the course or program.

Grievance: official written complaint against a student, candidate, or a certified person, from a client, clinical staff member, professional network member or other members of the public outside the Allo Doula Academy organization.

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 training course and is eligible to apply for certification from National Doula Certification Board

Certified Person: a person who has passed all certification requirements and holds the CPD credential

Examiner/Proctor: a person who administers the CPD certification exam and monitors the testing site during the examination. (NDCB Board member or appointed by the NDCB)

Examinee: a person taking the CPD certification exam