



Central Service Technology

Student Handbook

Powered by
The School of Health and Human Sciences

IRSC is an EA/EO educational institution.

Program Location

Massey Campus

Brenda & Vernon Smith Center for Medical Education

Office: Room 217

Classroom/Lab: Room 126

772-462-7054

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INDIAN RIVER STATE COLLEGE
Central Service Technology Program

This is to acknowledge that I have received, and read, my personal copy of the Central Service Technology Student Handbook. I have read and understand the contents thereof. I hereby agree to abide by its regulations. I understand that this form needs to be submitted to the Health and Human Sciences Department prior to the first week of school.

I agree to have my education, health and background records released to professional/health care agencies requesting that information, and other agencies as designated by Indian River State College who have a legitimate interest in your student records.

I agree to have information regarding my attendance and performance released for financial aid purposes.

I understand that I will not be admitted into the Indian River State College Central Service Technology program until access to all required records is provided to the Health and Human Sciences Division (physical exam, immunizations, drug screen and background checks, and current CPR certification). These records must be updated to reflect any change of health status.

I understand that information that has been disclosed to me from the patient's records is protected for confidentiality by state and federal laws. These laws prohibit me from making any disclosure of such information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by state and federal laws. A general authorization for the release of medical or other information is not sufficient for this purpose.

I understand that orientation to all clinical facilities is mandatory. Non-compliance for any reason will result in withdrawal from the course.

I further understand that my certificate of completion will not be issued until I have met all the competencies of the program.

I acknowledge that I am responsible for applying and scheduling the National and/or International CRCST exam before the completion of the program. Certificate of completion will not be issued until I produce proof of my test date and results of the exam are provided to the Program Director.

I give the College permission to contact my employer after graduation to obtain exam results from HSPA (Healthcare Sterile Processing Association) and share my personal information to gather post graduate data for institutional research and reporting.

SIGNATURE

PRINT NAME

DATE

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PREFACE

Welcome to the beginning of a rewarding and challenging new career! This handbook has been prepared to help orient you to the College and the Central Service Technology program and regulations. We will do all in our power to make this educational experience both pleasant and profitable. Please feel free to call upon us for help at any time.

The Central Service Technology (CST) program functions as a part of the Division of Health and Human Sciences of Indian River State College, Fort Pierce, Florida 34981-5596 and is given direction by the State Department of Education.

The Central Service Technology student is subject to the program regulations presented in this handbook as well as the policies in the Indian River State College Student Handbook found online.

The provisions of this publication are not to be construed as a contract between the student and Indian River State College. The College reserves the right to change any provision or requirement when such action will serve the interests of the College or its students. The College further reserves the right to ask a student to withdraw when it considers such action to be in the best interest of the College.

This handbook is reviewed annually and ongoing as indicated. The updated handbook will display the last date of review or changes.

Date of Last Review: 2/2026

EA/EO STATEMENT

Indian River State College provides equal employment and educational opportunities to all without regard to race, color, national origin, ethnicity, sex, pregnancy, religion, age, disability, sexual orientation, marital status, veteran status, genetic information, and any other factor protected under applicable federal, state, and local civil rights laws, rules and regulations. The following person has been designated to handle inquiries regarding non-discrimination policies:

Adriene B. Jefferson, Dean of Northwest Center,
Equity Officer & Title IX Coordinator
Massey Campus ▪ 3209 Virginia Ave. ▪ Fort Pierce, FL 34981
772-462-7156

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TABLE OF CONTENTS

Philosophy of the Central Service Technology Program	1
Description of the Profession	1

PROGRAM GOALS AND OUTCOMES: MINIMUM EXPECTATIONS

Program Purpose Statement	2
Statement of Ethics	3
Professionalism	4
Standards of Conduct	4
Confidentiality	4
Behavioral Expectations	4
Admission to the Program	5
Retention Regulation and Requirements for Progression.....	6
Readmission/Transfer Guideline - Central Service Technology	7
Skills Documentation for Re-entry/Transfer Students	8
Classroom and On Campus Lab Standards	8
Clinical Rotation/Experience Standards	9
Unsafe and Unprofessional Clinical Practice Defined	11
Clinical Hands-on Experience Requirements	12
Grades	13
Uniform Dress Code	14
Supplies	15
Attendance	16
Student Conferences	17
Student Files	18
Health Requirements	18
Health Insurance	20
Drug Screening	20
Criminal Background Checks	20
Health/Medical Record	20
Student Drug Screen, Background Check and Medical Records	21
Expenditures	21
Graduation	21
Advisory Committee	22

COLLEGE RESOURCES AND GENERAL INFORMATION

Student Accessibility Services	23
Hurricane/Disasters	23
Student Activities	23
Financial Aid	23
Scholarships	23

APPENDICES

Appendix A: Forms 25
Readmission/Transfer Request 27
Semester Summary Report 29
Student Conference 31
Probation Form 33
Change in Health Status Form 35

Philosophy of the Central Service Technology Program

The philosophy of the Central Service Technology program is consistent with those expressed in the Mission Statement of Indian River State College.

The Philosophy of the Central Service Technology Faculty is to provide a dynamic, behavioral and highly technical process directed toward the classroom learning, clinical application and active participation of the sterile processing/materials management team member.

The focus of our care team is to provide quality, patient-centered care.

Description of the Profession

Central service technicians, also called sterile processing technicians or central service (CS) professionals, play a critical role in preventing infection by the overall cleaning, decontamination, assembly and dispensing of surgical instruments, equipment and supplies needed for daily surgical procedures in surgery and related departments.

**Indian River State College
Central Service Technology Program
Program Rubric**

Program Purpose Statement

To prepare competent entry-level central service technicians in the cognitive (knowledge), psychomotor (hands-on-skills), and affective (professional behavior; conduct; problem solving) learning domains. Students will demonstrate the knowledge, competencies, and behavior expectations based on the Indian River State College) Indian River State College, mission program performance standards, program philosophy and ethics, and the HSPA Healthcare Sterile Processing Association Central Service Technical Manual through successful passing of all course requirements within the program.

Central Service Technology Program Guided Pathway: <i>(all courses require passing grade of ≥76% for progression and/or retention in program)</i>	Letter Grade	<i>C (Cognitive) P (Psychomotor) A (Affective)</i>
HSC0003 -- Introduction to Healthcare	A B C	<i>C, P</i>
STS0019C -- Central Service Processing/ Materials Management	A B C	<i>C, P, A</i>
STS0013L -- Central Sterile Processing Clinical	A B C	<i>C, P, A</i>

<p>Skill Assessment & Competency Profile:</p> <p>Continuous evaluation throughout program to document progression and/or retention.</p> <p><i>Evaluates theory, skill, and function competencies as they relate to the principles and practice of surgical technology.</i></p>	<p>The descriptions associated with each of the skill assessments focuses on a level of student performance and evaluation using the provided Skill Assessment Rubric. Students must achieve a score of ≥8 to enter clinical rotations.</p>	<p>Skill Assessment:</p> <p>10 Proficient 9 Intermediate 8 Novice ≤7 Fail</p> <p>Competencies:</p> <p>✓ Compliant X Needs Review</p>
<p>Demonstrates professionalism in the clinical and classroom setting.</p>	<p style="text-align: center;">Communication, appearance, organization and completion of tasks</p>	<p style="text-align: center;">PASS/FAIL</p>
<p>Attendance: <i>Absences <20 hours per course/60 hours per program length. No incident of "No call, no show."</i></p>		<p style="text-align: center;">PASS/FAIL</p>

Completes case requirements as defined by the (HSPA) Healthcare Sterile Processing Association.

****See below for Clinical Case Requirements***

1. _____ Decontamination (120 Hours)

Initials

Blood-Borne pathogens, Soiled Item Transport, Safety (e.g. Chemical Handling, Sharps), Manual Instrument Cleaning, Mechanical Cleaning (e.g. Washers, Ultrasonic Cleaners), Decontamination Area Disinfection Processes, Interpreting Manufacturer's IFUs (e.g. Device Cleaning, Equipment Operation, Chemical, Enzymatics/Detergents, Current Measurements/Concentration, Soak Time), Item Receiving & Traceability

2. _____ Preparing & Packaging Instruments (120 Hours)

Initials

Identification, Inspection/Testing of Instruments, Inspection/Testing of Containers & Wrapping Material, Assembly, Packaging Techniques (e.g. Pouches, Flat Wraps, Rigid Containers), Labeling

3. _____ Sterilization & Disinfection (96 Hours)

Initials

High Temperature Sterilization Processes, Low Temperature Sterilization Processes, Logging & Record Keeping (e.g. Sterilization/HLD, Biologicals, Incubation), Handling & Putting Away of Sterile Supplies, Automated/Manual Disinfection, Trouble Shooting (e.g. Aborted/Failed Cycles, Wet Loads, Repairs)

4. _____ Storage & Distribution (24 Hours)

Initials

Clean & Sterile, Handling & Putting Away of Sterile Supplies, Rotating Supplies, Inventory & Restocking Carts/Shelves (e.g. Inventory Systems, Par Levels), Event Related Shelf Life/Expiration Dating, Cleaning Storage Shelves, Case Carts (e.g. Assembly, Pick Lists & Locator Systems)

5. _____ Quality Assurance Processes (24 Hours)

Initials

Interpreting Manufacturer's IFUs (e.g. Devise Inspection & Testing, Sterilizers), Standards, Regulations, Policies & Procedures, Documentation & Record Keeping (e.g. Management, Area Cleaning), Quality/Functionality Testing Processes (e.g. Sterilizer, Washer Testing, HLD)

6. _____ Equipment (16 Hours)

Initials

Cleaning, Inspection and/or Preparation of Patient Care Equipment, Equipment Functionality Check (e.g. Autoclaves, Sterilizers, Washers), Familiarity with Routine Maintenance Guides for Equipment, Equipment Tracking

Total (400 Hours)

Statement of Ethics

A code of ethics indicates a profession's acceptance of the responsibility and trust with which it has been vested by society. Upon entering a health care profession, each healthcare professional inherits a measure of both the responsibility and the trust that have accrued to healthcare over the years, as well as the corresponding obligation to adhere to the professions, code of conduct and relationships for ethical practice.

Upon entering Indian River State College, each student inherently agrees to accept the responsibility and trust granted to the Central Service Technology profession by society. When a particular behavior is questioned, the student must be able to justify all behavior as ethical. Failure to do so may result in disciplinary action which may include dismissal from the program.

Professionalism

All Indian River State College Central Service Technology students are representatives of the Health and Human Science programs and are expected to consistently demonstrate qualities of professionalism both on campus and in the clinical setting. These qualities include professional appearance, honesty, respect for others, accountability (ownership), a non-judgmental attitude, trustworthiness, caring, confidentiality, tact and teamwork. Students should conduct themselves in a professional manner. Problem solving should always be based on optimism and not destructive. Failure to consistently demonstrate qualities of professionalism will result in dismissal from the program. Refer to the online Indian River State College Student Handbook.

Standards of Conduct

Students enrolled at Indian River State College assume an obligation to conduct themselves in a manner compatible with the College's function as an educational institution. Standards of conduct occur face-to-face or through some other means. Disciplinary action for misconduct will follow the Indian River State College Policies. Students are responsible to know and follow the policies in the online Indian River State College Student Handbook. Every student is expected to promote an atmosphere for learning.

Confidentiality

Students will not under any circumstances discuss any patient, hospital or staff information outside the confines of the classroom, clinical or post-conference area and/or without the direction and guidance of the respective instructor or other nursing faculty or Program Director supervision. If at any time a student has a concern regarding an occurrence in the clinical setting, the student is to discuss the concerns with the clinical instructor, or the Program Director. Failure to comply with confidentiality guideline will result in dismissal from the program and possible legal proceedings.

Behavioral Expectations

These objectives foster the spirit of professionalism, cooperation, and courtesy within our program and hospital. Achievement of these objectives will enhance the effectiveness of the learning experience of all students. Each student will:

1. Conduct his/herself in a professional manner.
2. Respect the patient.
3. Refer to peers and all others respectfully.

4. Act polite toward all patients, physicians, students and other surgery staff.
5. Address instructors and professional staff as Mr./Ms./Miss./Mrs./Dr.
6. Arrive on time. Early is on time, on time is late and late is unacceptable.
7. Wear proper uniform attire, to either class or clinical site.
8. Remain in the assigned areas unless excused or reassigned.
9. Be present and prepared for clinical assignment.
10. No smoking - Indian River State College and hospital campuses are smoke-free.
11. Active participation in online class activities and lab practices.
12. Assure that personal communication devices do not interrupt classes and clinical. During lab activities, phones and devices should be off unless otherwise instructed.
13. Social Media sites such as Facebook, Instagram, Twitter, etc. are subject to the same professional standards related to HIPAA, FERPA and clinical affiliation confidentiality. Violations of this nature will be subject to the same disciplinary action as Section 2.01 Health Science Statement of Ethics in the Health and Human Sciences Division Handbook.
14. Each student is expected to display professionalism by taking ownership in creating and supporting an atmosphere for learning; during lab exercises and at clinical sites.

Admission to the Program

Individuals interested in the Central Service Technology program can obtain information on the application procedures from Student Services at any campus. The Health and Human Sciences Admissions Program Booklet for Central Service Technology is published online. The booklet contains details on the criteria for admission, a checklist for students to follow and application forms. The advisement form must be initiated and completed with an advisor. **Individual advisement is available at all campus sites.** Falsification of information in the application process may result in rejection or invalidation of the application. Admissions booklets are available through the Indian River State College website: www.irsc.edu.

Information Session Video

Applicants interested in applying to the Central Service Technology program should make time to watch the Information Session video located on the Central Service Technology webpage <https://irsc.edu/program/central-services-technology/>.

Retention Regulation

Retention of students is a high priority for the Indian River State College Central Service Technology faculty. The commitment to retention is reflected in the open-door policy of your program instructors and Program Director, and referrals for counseling and academic support, when difficulties arise. Whenever a student experiences academic difficulty he/she is counseled by the instructor for that course and a referral is made to the Program Director before withdrawal is considered. A student counseling form is initiated and some form of remediation is recommended depending on the difficulty. The program consists of frequent written feedback methods, so that input on progress, is optimized for the student.

The College has an active Retention Committee, which addresses student retention issues and needed resources on a college-wide basis.

Students in a professional healthcare program must take ownership for their educational progress and success. Faculty, open lab practices and college support programs are allies and tools for your success. Identify any weakness early so that it can be addressed. If you find that your educational goals should change, or that you are not a “right fit” for your initial educational choice, contact an advisor.

Requirements for Progression

The Central Service Technology program is cohort based, meaning that students work through a curriculum together to achieve the same degree. Students must progress through the curriculum with their cohort. If a student is not able to take the required courses as scheduled, the student will be withdrawn from the program and will have to reapply for admission to the program with a future cohort.

Due to the sequential nature of the curriculum, students must successfully complete all courses for a given semester before becoming eligible to take courses in the subsequent semester. It is essential that students master the knowledge and skills of each Central Service Technology course (determined by a minimum grade of “C” or better.) In the event that the student obtains a grade lower than a “C” in any of the Central Service Technology courses, they will be required to withdraw from the program and will have to reapply for admission to the program with a future cohort.

Readmission/Transfer Guideline – Central Service Technology Program

Written request to be readmitted/transferred into the Central Service Technology program should be addressed to the Central Service Technology Program Director. Students requesting readmission/transfer must complete the Central Service Technology Readmission/Transfer request form and submit along with the personal letter requesting readmission or transfer. Letters must be submitted by 60 days preceding the academic year in which readmission/transfer is requested. Approval of readmission/transfer will be made by the Central Service Technology Program Director, based on the following:

1. Students who withdraw for personal/health reasons, or students who withdrew with an average grade below 76% or students who have failed a course will be readmitted/transferred subject to the following:
 - a. Meeting of admission requirements for the College and Central Service Technology program.
 - b. Submission of written request for readmission/transfer.
 - c. Availability of space in the Central Service Technology program.
 - d. All course prerequisites must be met.
 - e. Demonstration of technical skills for all previous Central Service Technology courses.
 - f. Redemonstration of theoretical knowledge.
 - g. Clearance through Financial Aid Office.
 - h. Updated health record, drug screen and FDLE on file with the Health and Human Sciences Department.
 - i. Start at the beginning of the appropriate semester.
2. Students who have failed the clinical part of any Central Service Technology course by placing the health and safety of patients in jeopardy **will not** be readmitted into the Central Service Technology program.
3. Students who have UNSUCCESSFULLY repeated a Central Service Technology course will not be readmitted into the Central Service Technology program.
4. Any student who has been out of Central Service Technology classroom and/or clinical courses for 13 months, or who is unable to complete the total program within two program academic years must apply to the Central Service Technology program as a new student.
5. Final readmission/transfer decision will be made by the Program Director and approved by the Dean of Health and Human Sciences.

Readmission must be in the next semester the course is offered. Repeating the co-requisite for the course may be required.

Skills Documentation for Re-entry/Transfer Students

A student that has been granted permission to re-enter/transfer into the Central Service Technology program must complete documentation of clinical skills competencies, take a Pharmacology proficiency test and didactic retention assessment exams. Additional fees are required for clinical competency testing and additional hours for placement on student transcript.

Classroom and On Campus Lab Standards

Note: Failure to adhere to any classroom, campus lab or clinical standards may result in dismissal from the program.

1. NO food is allowed in the classroom. Clear drinks ONLY. This is a privilege.
2. Prompt and regular attendance is expected at all class and clinical days. Accurate records of attendance are kept for class and clinical laboratory. Orientation to all clinical facilities is mandatory.
3. Only students enrolled in the class are permitted in the classroom. No children are allowed in class or clinical facilities.
4. All cell phones and devices are to be on vibrate only. This is allowed for emergency contact only. Breaks are given and personal calls are to be made then. Class disruptions due to cell phones will be cause for (1) warning, (2) probation, (3) dismissal from program.
5. Audio recording devices may be used in the classroom only with the instructor's permission. Under no circumstances are visual devices or cameras to be used in the classroom or clinical setting.
6. Students are to notify their Central Service Technology instructor at least one hour prior to absence in class.
7. Student communication boards are located in the Central Service Technology lab. Students are responsible for reading all notices.
8. Students are requested to provide appropriate family members, friends, schools, baby sitters, etc., with a detailed accounting of their schedules, including course names, room numbers, hospitals assigned units, etc., in case of an emergency.

The Central Service Technology Department cannot and will not handle routine calls and messages for students. Direct family members, etc., are not to call the College except for a true emergency.

9. Students wearing inappropriate attire will be counseled and will enter the disciplinary process.
10. No smoking - Indian River State College and hospital campuses are smoke-free.

11. Leave classroom neat and clean at the end of each class day.
12. All students are required to participate in lab clean up. All students are responsible to maintain the organization of the classroom/lab.
13. OPEN LAB hours are posted each semester. Students are expected to take ownership of their educational opportunities and sign up for practice of lab skills as needed. You can request a specific skill to be reviewed with you by an instructor. You may also use OPEN LAB hours to practice skills independently. OPEN LAB time is provided as a tool for you to use to help you succeed. A skills request form and in/out time form are provided.
14. Using a cellphone to complete online assignments, tests, or quizzes is not permitted. The devices are unreliable and/or the formatting is of poor quality.

Clinical Rotation/Experience Standards

Students will be assigned clinical rotation to area healthcare facilities. Convenience of a clinical site will be given when possible. However, clinical experience is vital in the completion of the program objectives. Final decisions on clinical placement will be made by the Program Director.

1. Students are expected to exhibit conduct in accordance with the established qualities of professionalism at all times. A student may be given a failing grade in a clinical component if the student does not meet the course competencies.
2. Students must adhere to the concept of confidentiality regarding the patients and their records. Information about patients may not be shared with other persons nor with staff who are not assigned to their case. Patient or hospital records may not be photocopied. Students are not allowed access to patients' records other than those of assigned patients. HIPAA regulations and "need to know only" are enforced.
3. Students are required to adhere to the policies and procedures of each institution according to the contractual agreement between the College and health care institution.
4. In order to participate in clinicals, students must hold and maintain current American Heart Association CPR certification and must have current health records on file in the Health and Human Sciences Department at all times. (American Heart Association CPR BLS.)
5. Students are required to utilize course packets, specify their learning objectives and actively participate in self-evaluation.
6. Attendance is mandatory at all clinical facility orientations.
7. Clinical assignments will be made by the clinical instructor. Students are expected to thoroughly prepare prior to the clinical experience.
8. Students are not permitted patient contact, except as assigned by the clinical instructor. This rule applies to students going to the hospital for assignments or for other reasons.

9. Students are expected to arrive 15 minutes prior to the assigned start time. Students are required to check in with their instructor on arrival and report to both their assigned nurse and instructor when leaving the floor for any reason. Break (15 minutes) and lunch (30 minutes) times may be designated by the instructor.
10. Written objectives for the clinical courses are shared with agency staff. The instructor may confer with the health care agency staff on the progress of each student as necessary.
11. Students are to be well-rested prior to beginning a clinical shift as fatigue can impair a person's ability to learn or can cause mistakes/compromise patient safety. Hence, students who work in a hospital or other 24-hour facility **are not to work a shift 11:00 p.m. to 7:00 a.m.** prior to an assigned clinical. Students deemed to be unsafe will be dismissed from clinical.
12. Written evaluations are discussed with and signed by each student at the end of each week's rotation. Clinical evaluations will be conducted at other times as deemed appropriate by the instructor. All Evaluations are kept in the student's file in the Health and Human Sciences Division.
13. Students are required to notify instructors of absence from clinical at least 30 minutes before scheduled time of arrival. Incidence of "No Call, No Show" will result in dismissal from the program.
14. Make-up work for absences will be assigned at the discretion of the clinical instructor. The cost of the additional instructional time, if required, will be the responsibility of the student.
15. Students will not be called from the unit to the telephone unless there is an emergency. Cell phones and devices are not permitted while on duty.
16. Students are requested to take as little money, keys, notebooks, purses, wallets, etc., as possible into the agency and to store things at the agency in the designated place.
17. In courses that contain a clinical component, students must receive a passing grade in both theory and clinical in order to pass either course.
18. Students unable to demonstrate competency in skills assessments in the lab will not be eligible to attend clinical courses, until they have successfully remediated and receive clearance from the Program Director. Students will be responsible for booking time in the lab with an instructor for remediation.

19. A student involved in an accident or injury to self or to a patient must notify instructor immediately.

The Program Director must be informed of any incident involving a student ASAP, no later than 24 hours.

20. Indian River State College students WILL double glove for ALL procedure that they scrub in on.
21. Successful completion of required didactic courses is required to progress to the clinical component of the program.

Unsafe and Unprofessional Clinical Practice Defined

Unsafe Clinical Practice shall be deemed to be behaviors demonstrated by the student which threaten or violate the physical, biological or emotional safety of the patient, staff, peers or others. The following are examples, which may serve as regulations for the student's understanding of unsafe clinical practices. Examples are not inclusive.

Physical Safety: Inappropriate use of side rails, wheelchairs, positioning straps and equipment, lack of proper protection of the patient which potentates falls, lacerations, fractures, burns, etc., UNSAFE MEDICATION USE PRACTICES AND COMPETENCIES.

Biological Safety: Fails to recognize errors in infection control, attends clinical site while ill, performs technical actions without appropriate supervision, fails to seek help when needed, etc.

Emotional Safety: Threatens patient, makes patient fearful; provides patient with inappropriate or incorrect information, fails to seek help when needed, demonstrates unstable emotional behavior.

Unprofessional Practice shall be deemed to be behaviors demonstrated by the student which are inappropriate to the student-instructor, student-personnel or student-patient interactions which may be taken to be unsafe practice or to reflect negatively upon the Central Service Technology program or Indian River State College.

Examples of unprofessional practice (not inclusive)—verbal or non-verbal language, actions or voice inflection which compromise rapport or working relations with patients, family members, staff, physicians, or instructors, contractual agreements or with clinical affiliates, or constitutes violations of legal or ethical standards.

Clinical Hands-On Experience Requirement

1. _____ Decontamination (120 Hours)

Initials

Blood-Borne Pathogens, Soiled Item Transport, Safety (e.g. Chemical Handling, Sharps), Manual Instrument Cleaning, Mechanical Cleaning (e.g. Washers, Ultrasonic Cleaners), Decontamination Area Disinfection Processes, Interpreting Manufacturer's IFUs (e.g. Device Cleaning, Equipment Operation, Chemical, Enzymatics/Detergents, Current Measurements/Concentration, Soak Time), Item Receiving & Traceability

2. _____ Preparing & Packaging Instruments (120 Hours)

Initials

Identification, Inspection/Testing of Instruments, Inspection/Testing of Containers & Wrapping Material, Assembly, Packaging Techniques (e.g. Pouches, Flat Wraps, Rigid Containers), Labeling

3. _____ Sterilization & Disinfection (96 Hours)

Initials

High Temperature Sterilization Processes, Low Temperature Sterilization Processes, Logging & Record Keeping (e.g. Sterilization/HLD, Biologicals, Incubation), Handling & Putting Away of Sterile Supplies, Automated/Manual Disinfection, Trouble Shooting (e.g. Aborted/Failed Cycles, Wet Loads, Repairs)

4. _____ Storage & Distribution (24 Hours)

Initials

Clean & Sterile, Handling & Putting Away of Sterile Supplies, Rotating Supplies, Inventory & Restocking Carts/Shelves (e.g. Inventory Systems, Par Levels), Event Related Shelf Life/Expiration Dating, Cleaning Storage Shelves, Case Carts (e.g. Assembly, Pick Lists & Locator Systems)

5. _____ Quality Assurance Processes (24 Hours)

Initials

Interpreting Manufacturer's IFUs (e.g. Devise Inspection & Testing, Sterilizers), Standards, Regulations, Policies & Procedures, Documentation & Record Keeping (e.g. Management, Area Cleaning), Quality/Functionality Testing Processes (e.g. Sterilizer, Washer Testing, HLD)

6. _____ Equipment (16 Hours)

Initials

Cleaning, Inspection and/or Preparation of Patient Care Equipment, Equipment Functionality Check (e.g. Autoclaves, Sterilizers, Washers), Familiarity with Routine Maintenance Guides for Equipment, Equipment Tracking

Total (400 Hours)

Grades

1. Grading practices and regulations in Central Service Technology reflect the high level of competence required for the Certified Service Technician.
2. Grading regulations are the same throughout the program.
3. A grade of 76% or better is required in all theoretical course components, including all exams, and a satisfactory evaluation in clinical competencies are needed in order to progress to the next sequence of the Central Service Technology curriculum.
4. Central Service Technology Department Grading System (non-negotiable) the grades will be recorded on the Indian River State College Vocational Transcript. No rounding up or down of grades is done.
A = 93–100
B = 85–92
C = 76–84
F = 75 and below
5. Students with **ANY** absence are subject to a 10% deduction for late assignments or makeup tests.

Tests are announced ahead of time, quizzes may not be announced.
6. Clinical grades are determined by competency; based on progressive criteria and evaluations.
7. During the progress of any course, a theory grade below 76% requires a conference with the Program Director.
8. Failure to demonstrate retention and progression will require a conference with the Program Director and the Dean of Health and Human Sciences and may result in the student's dismissal from the program.
9. Failure of any course during the program will result in dismissal from the program.

Uniform Dress Code

The personal appearance and demeanor of the Central Service Technology student at Indian River State College reflects the College and the Central Service Technology program standards and are indicative of the student's interest and pride in the profession. Students are required to be in uniform for on-campus classes and specific clinical activities. Students must appear neat and professional at all times. Information regarding the regulation uniform worn by the Indian River State College Central Service Technology student will be distributed to students during orientation to the program. Students are responsible for obtaining the proper size uniform before entering the program. Students will not be permitted on hospital units unless they are in correct uniform. Violations of the uniform code will be dealt with on an individual basis. A student may be dismissed from clinical site for inappropriate attire.

1. All students must purchase the following:
 - a. 1 pair of duty black, black or gray shoes (no open-toe or open-heel shoes)
 - b. Scrubs: at least 2 sets (per uniform requirements)
 - c. Support knee high socks, or hose (both men and women)-recommended
2. Students are expected to dress in a professional manner for all classes and any field trips.
3. The student will wear their scrubs for lab and class.
4. Each clinical affiliate facility has its own dress code. Students will comply with the facility dress code requirements.
5. Bouffant or Surgeon (head covers) are to be worn by anyone entering Central Service Department. These caps are discarded after use. **The cap must cover all hair at all times.**
6. Non-disposable head covers may be worn, but must be covered by a disposable head cover at all times.
7. Masks are not to hang around the neck. Masks are either on or off. Each area in the Central Service department requires specific Personal Protective Equipment (PPE). Students must follow facility policy.
8. The Indian River State College name badge/student identification card will be worn and be visible at all times when the student is in class or clinical. Hospital name badge, if the facility requires one, must be worn.
9. Small pierced earrings are permitted if completely covered by the cap.
10. No necklaces are allowed.

11.
 - a. Proper personal hygiene, including mouth care, must be practiced.
 - b. Students are to be clean shaven.
 - c. Hair is to be neat and clean.
 - d. Conservative make-up may be worn.
 - e. No colognes or perfumes will be worn. **Smoking odors should not be noticeable.**
12. Scrub suits provided by the hospital for their surgery suite **MUST NOT** be worn out of the hospital.
13. During your clinical experience nails are to be kept short and clean. No polish is to be worn. No artificial nails, of any type, are permitted.
14. School uniform is to be worn to class and clinical sites only. Professionalism dictates that wearing a medical/school uniform in any other establishment is inappropriate.
15. At all times (clinical, classroom and lab) clothing must cover all body art. Tattoos that are visible on arms, neck, etc. must be covered at clinical sites when not scrubbed at all times.

“LATEX ADVISORY” - latex based products are used in all health care facilities; Indian River State College lab is NOT a LATEX FREE LAB.

Supplies

- Textbooks and any required supplies are required on the first day of class.
- Booklist, uniform requirements and supply lists are given out at initial orientation for each new class.

All courses in the Central Service Technology program contain blended coursework. This requires the student to have access to a computer and the internet throughout the program.

Attendance

1. An accurate record of attendance is kept for class and clinical.
2. Students are required to be in attendance in the classroom and/or clinical setting up to ten (10) hours a day on assigned days except during posted holidays and vacations.
3. Students must notify the instructor or Central Service Technology Program Director prior to absence from class or clinical. Students must notify the instructor and the healthcare facility of intended absence prior to clinical. Incidence of **"NO CALL, NO SHOW"** will result in dismissal from the program.
4. Absence of more than three (3) successive days due to illness will require a Doctor's approval to return to class.
5. Absences due to mandated court appearance, college mandated meetings or death in the immediate family will be excused up to a 3-day limit with prior notification of faculty and verification of reason for absence.

Absences will be reviewed on an individual basis with proper documentation by the Program Director.

6. Permission to make-up absences must be discussed with the instructor. It is the student's responsibility to arrange for make-up time. All absences from clinical in specialty areas (e.g., neuro, ortho) must be made up, in that specialty. Make-up time will be arranged by the faculty for the student on a space available basis. The cost of the additional instructor, if required, will be the responsibility of the student.
7. All class absence make-ups must be approved by the classroom instructor. Make-up of absences must be completed within each course.
8. All school work (information and assignments) missed will be the responsibility of the individual student.
9. Tardiness in excess of ten minutes will be considered as absent time. First tardy, warning; 2nd tardy, probation; continued tardiness will result in dismissal from the program.
10. Leaving class early will be classified as absent time in the same manner as tardiness.

11. Excessive absences may be grounds for dismissal from the program. Individuals will be evaluated on their grades, clinical performance, attitude, reasons for absence as well as the total number of absent hours. The instructor will require a counseling session for any student absences. Twenty (20) hours of absence during any course will result in a failing grade for that course.
12. Tardiness and absences are cumulative throughout the program. Students who are absent 60 or more hours will be dismissed from the program, and are not eligible for readmission.

Student Conferences

Because of the varied demands of the practice of Central Service Technology, the program requires considerable communication between the instructors and the students. Feedback comes in the form of grades, academic competency exams, clinical performance preceptor evaluations, and student conferences. There will be a weekly clinical conference in which the student and instructor will discuss the previous week's clinical performance. Students who are having difficulties in the clinical setting may be required to meet with the clinical instructor more often. Individual conference may be required for the student experiencing academic, attendance, or contact difficulties.

1. Students must adhere to the concept of confidentiality regarding all tests/examinations. Information about the nature of or items on any exam may not be shared with other individuals.
2. Cheating or plagiarism is not permitted. Anyone found doing so will result in failure, removal from the program and ineligible for re-entry.
3. Students unable to progress in a course or who have recurrent absences will be given written notice of unsatisfactory progress and will be required to meet with the Program Director.
4. Students who fail to meet the course objectives due to absences or poor academic performance will be required to withdraw.
5. Students may withdraw from any course and have a "W" recorded for that course provided certain conditions are met: the withdrawal must occur before the deadline noted in the College Calendar and the withdrawal must be officially completed through the Educational Services Division. Students who simply do not attend class and who do not officially withdraw from the course will receive a failing grade.

6. Access on Indian River State College computer equipment of materials of a sexual or ethnically derogatory nature is a violation of the College policy on harassment, which assures a positive learning environment. Violation may result in disciplinary action or dismissal.

Student Files

1. Confidentiality of each student's record is a must. (FERPA)
2. Students do not have the right to examine other student's information.
3. Family members will not be allowed access to the student's files.
4. Students must sign a release to have file items released or have other persons present at conferences.

Health Requirements

Students must be able to perform all skills and competencies required to complete the Central Service Technology core curriculum.

1. Good physical and mental health is required for safe patient care by clinical facilities; therefore, all Central Service Technology students must provide assurance that they are in good physical and mental health upon entrance into the program.
2. The assurance shall be from a licensed physician or A.P.R.N. who conducts a physical examination and reports his/her findings on the Student Health Record. The physical exam must be dated no earlier than six months prior to the start of classes and must be on file in the Health and Human Sciences Department by the required deadline. Falsification of any document would be grounds for dismissal from the program. Physical and TB are required to be updated every year and must not expire within the semester they are registering for.
(The required physical form will be provided.)
3. Upon entrance to the Central Service Technology Program, students must have records on file verifying: **(Required Forms will be Provided.)**

Front of Form

1. Student to complete the top portion of the form.
2. Physician or nurse practitioner to complete the bottom portion of the form, sign, and date, including the complete address and phone number of the facility. Form will not be accepted without this information completed. (Cannot be a Chiropractor.)

Back of Form

- I. Tuberculin Test: Follow your healthcare provider's procedure for Tuberculin Skin Testing Method. If Tuberculin Skin Test or Quantiferon Gold Test is positive, have chest X-ray taken or complete the symptom-free checklist if you have had a positive chest x-ray in the past. This test is valid for one year from the time of reading, and must be valid through the end of each semester. (If the TB expires during the semester, it must be updated prior to registering for the semester.)
- II. MMR: (Measles, Mumps, Rubella Vaccine) – Proof of **two (2)** vaccines (physician requires that there be one month between vaccines), or proof of immunizations by titer, or exempt from vaccine if born before 1/1/57. If born after 1/1/57, must have proof of two (2) MMR vaccines after age one (1).
- III. Tetanus/Diphtheria/Pertussis: Proof of immunization within the last seven years. (If the Tetanus expires during the semester, it must be updated prior to registering for the semester.)
- IV. Hepatitis B Vaccination: Proof of all **three (3)** immunizations and positive surface antibody test 1-2 months after dose #3, or Positive Hepatitis B Titer or signature to decline immunization at this time.
- V. Varicella Status: Known history of chickenpox with positive Varicella Titer, or two (2) doses of the Varicella Vaccine.
- VI. Physician or Nurse Practitioner must initial each section where data is entered then sign and date at the bottom.

****Documentation of a Flu vaccine prior to the start of clinical rotations is required****

All health information that is not documented on health forms must have:

1. Letterhead from institution or physician or nurse practitioner.
 2. Signature of physician or nurse practitioner.
 3. Date immunization or update was given.
4. The medical examination tests and immunizations will be conducted at the student's expense.
 5. Changes in criminal history, medical condition and/or drug regimen should be promptly reported in writing to the Program Director and Health and Human Sciences Department, failure to do so may result in dismissal from the program.
 6. American Heart Association CPR BLS will be completed at student's expense prior to the start of the program.

7. The Indian River State College Central Service Technology Department recognizes that a student who is not physically or mentally well can pose a threat to patient safety and/or the functioning of the health care team.
 - a. Students who have a change in health status while enrolled in the program will be expected to complete the Change in Health Status form and give to the instructor and/or the Central Service Technology Director.
 - b. Any student who exhibits symptoms of illness, which pose such a threat and/or who is under the influence of alcohol or illegal drugs may be immediately removed from the class or clinical area and will be referred to their private physician. Indian River State College regulations will be followed as outlined in the Substance Use/Abuse Guideline, included in this handbook.

Health Insurance

All students admitted into the program must have continuous healthcare insurance. Proof of insurance will be required at the time of acceptance. You can obtain health insurance as a student through the College. Details will be presented at orientation.

Background Check and Drug Screening

Refer to the IRSC website www.irsc.edu. Click **Programs**, select Central Service Technology and click on the **Background Check and Drug Screening Requirements link**.

Health/Medical Record

A completed medical health form must also be submitted and approved by the Program Director. This health record will contain results from a physical examination and laboratory tests including immunization records.

Student Drug Screen, Background Check and Medical Records

When submitted, these records will become the property of the College, and will not be available for copying or for use to meet requirements of outside employers. Any changes to these records must be reported to the Program Director immediately.

Expenditures

The following is a list of approximate costs and are subject to change. In addition to these costs, the student provides their own room/board, transportation, personal living expenses and preclinical physical examination.

Complio Compliance & Immunization Tracking Package	\$	164.50
Health and Human Sciences Application fee	\$	30.00
and Criminal Background Check (fingerprinting)	\$	100.00
CPR Course, Book and Mask	\$	(Cost varies)
Physical Exam and Immunizations	\$	(Cost varies)
Personal Health Insurance (estimate)	\$	(Cost varies)
Approximate Tuition Cost Florida Resident Rate	\$	1,664.00
Lab fees		
Books	\$	150.00
Uniforms and supplies	\$	150.00
CRCST National Exam (HSPA)	\$	140.00

Students need to arrange travel and other commitments to arrive at class or clinical assignments on time. Students should be prepared to travel to any of the assigned clinical education sites.

Graduation

In order to obtain the certificate of completion, the student must meet the following requirements:

- Successfully complete program requirements.

TABE requirements must be met for program completion date.

Upon completing the specified requirements, the student is eligible to be granted a certificate of completion from Indian River State College.

The College provides a formal ceremony to recognize the graduates' completion of the Central Service Technology program. Students will be notified of the date, time and place when it is set by the College. Attendance is mandatory. This is prior to the official completion date.

Advisory Committee

The Central Service Technology Advisory Committee assists the Program Director in maintaining a program of continuing development. The Committee also assists with the coordination of effective clinical relationships with staff and other allied health educational programs of study. The committee works to develop understanding and support of practicing physicians and nurses, reviews curriculum and assist with program evaluation. The committee reviews, evaluates and recommends Central Service Technology student policies, procedures and regulations.

COLLEGE RESOURCES AND GENERAL INFORMATION

Student Accessibility Services

Indian River State College strives to provide all possible forms of assistance to students with disabilities. Self-identified students with documented disabilities may wish to visit the Student Accessibility Services office located in Crews Hall Advising area on the Massey Campus.

Hurricanes/Disasters

As hurricanes are a possibility in our area, students are advised to monitor the Indian River State College radio station, WQCS, 88.9FM or the Indian River State College website www.irsc.edu for status reports regarding Indian River State College closing and opening. If the College is closed, some classes may have to be rescheduled and/or additional days may be added.

All students are advised that they must prepare themselves and their families in advance of any storm. Hurricanes can involve an extended time period without electricity and without access to phone communication. Preparation includes: water and non-perishable food for at least three days; battery operated flashlights, lantern, and radio plus additional batteries; full tank of gasoline; and sufficient cash. Additional information is available in area newspapers during hurricane season.

Students in the Central Service Technology program will not report to class or clinicals if the college is closed for any emergency.

Student Activities

Central Service Technology students are encouraged to participate in on-going activities. A list of college activities is located in the College Student Handbook available online.

Financial Aid

Various loans are available through the Indian River State College financial aid office. Students are advised to check with the Financial Aid Office for a more complete listing and for deadline dates.

Scholarships

Students can apply for scholarships via their MyPioneerPortal.

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Appendix A

Forms

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Indian River State College
Central Service Technology Department
READMISSION/TRANSFER REQUEST FORM

Be advised that readmission/transfer into the Central Service Technology program is based on the attached regulation and is based on space availability. It is the student's responsibility to complete this form and submit it to the Central Service Technology Program Director. Students will be notified of their status when the request is reviewed and space available is determined.

Readmission & Transfer students, complete the following

Student's Name: _____ Student ID#: _____

Permanent Address: _____

Home Phone: _____ Cell Phone: _____

IRSC Email: _____

Transfer students ONLY, complete the following

Present/Previous Central Service Technology School: _____

Dean/Director of Nursing: _____

Address: _____

Phone #: _____ Email: _____

Date first enrolled in Central Service Technology program: _____

Date last enrolled in Central Service Technology program: _____

Reason for Leaving: Withdrawal Failure

Requesting Transfer into: Central Service Technology Course _____ Semester _____

Comments:

Student Signature: _____

Date: _____

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**INDIAN RIVER STATE COLLEGE
CENTRAL SERVICE TECHNOLOGY
MIDTERM & SEMESTER SUMMARY REPORT**

Student: _____ Semester _____

Midterm

Date _____

Final

The report represents the faculty's general evaluation of your performance for the indicated semester. It is a descriptive evaluation intended to help you identify your progress, strengths, and areas of needed improvement. You are to keep one copy of the evaluation and sign and return the other.

Classroom Performance for course _____

A B C Unacceptable

Strengths: _____

Weaknesses: _____

The area in which we would like to see the most improvement: _____

Program Director

Student

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**INDIAN RIVER STATE COLLEGE
CENTRAL SERVICE TECHNOLOGY
Student Conference**

Name of Student _____ Date _____

Course _____ Reason for Conference _____

Length of Conference _____ Date of Previous Conference _____

Topics Discussed:

Recommended Actions/Decisions:

Follow-up Appointment With: _____ Date: _____

Instructor's Signature: _____ Date: _____

Student's Signature: _____ Date _____

Original goes to Student File in Director's Office.

Copy: Student

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**INDIAN RIVER STATE COLLEGE
CENTRAL SERVICE TECHNOLOGY PROGRAM
PROBATION FORM**

Student _____ Date _____

Reasons for probationary status: _____

Probation begins _____

Probation ends _____

Conditions of probation:

- No further absences
- No failing grades on tests
- Demonstration of attitudinal change
- Other _____

Program Director
Central Service Technology

Faculty Member

Student

Original goes to student file in Director's Office.
Copy: Student

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**Indian River State College
Central Service Technology Program**

Change in Health Status

Student's Name _____ Student ID _____

This above-mentioned student is presently enrolled in the Central Service Technology program at Indian River State College. The role requires academic, physical, mental and environmental work/demands. Due to the nature of the program, the student will be exposed to health hazards demonstrating the ability to make appropriate judgment decisions in emergency and non-emergency situations. In order to determine the appropriate precautions, we need the following information:

(1) Diagnosis _____

(2) Date of Onset _____

(3) Present Health Status _____

(4) Do you recommend him/her continuation in the enrolled program?
_____ Yes _____ No

(5) Recommended date Clinical Education may resume: _____

(6) Recommended date for continuation of didactic lectures with co-requisite laboratories:

(7) Do you recommend any limitation to regular duties? _____ Yes _____ No
If yes, please explain.

Physician's Signature

Date