**Metropolitan State University of Denver  
Lactation Consultant Training Certificate Program**

**Student Policy Handbook**

**2024-2025**

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# Welcome! The Administration, Faculty, and Staff welcome you to the Department of Nutrition congratulates you on your acceptance into the Lactation Consultant Training Certificate Program – Pathway 2 Program!

# Program Description and Accreditation Status

Metropolitan State University of Denver (MSU Denver) offers a certificate program to prepare students to take the International Board Certified Lactation Consultant (IBCLC) exam. This is a standalone certificate, housed in the nutrition department.

The program is accredited through the Lactation Education Accreditation and Approval Review Committee (LEAARC) in cooperation with the Commission on Accreditation of Allied Health Education Programs (CAAHEP).

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# Program Mission & Goals

The mission of the MSU Denver Pathway 2 Lactation Consultant Training Program is to provide a pathway for undergraduate students and community members to have a career in healthcare that serves the community. The certificate can also provide an opportunity for graduate students in nutrition to further their education by receiving the coursework and supervised clinical practice hours to qualify to take the IBCLC exam.

**Program Goal:** To prepare competent entry-level lactation consultants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

The Lactation Consultant Training Program-Graduate Certificate is for students who wish to receive the necessary education and skills to be an International Board-Certified Lactation Consultant (IBCLC). MSU Denver offers 2 certificate programs. An undergraduate certificate and a graduate certificate. The undergraduate certificate program consists of NUT 4950 (3 credits), NUT 4970 (3 credits), and NUT 4990 (12 credits). The graduate certificate program consists of NUT 5950 (3 credits), NUT 5970 (3 credits), and NUT 5990 (12 credits), In addition, students need to complete the four required pre-requisite courses prior to applying for the certificate program:

* Biology
* Human Anatomy
* Human Physiology
* Nutrition

These courses are not considered as part of the credits for the certificate itself and will be evaluated as pre-requisites for acceptance into the undergraduate and graduate certificate program. Additionally, there are four co-requisite courses that must be completed prior to the completion of the lactation certificate program. These courses include:

* Infant Growth and Development
* Introduction to Clinical Research
* Psychology or Counselling Skills or Communication Skills
* Sociology or Cultural Sensitivity or Cultural Anthropology

**Application Information & Deadlines**

Students will be admitted into the certificate program by applying to the program between February and April of the year prior. Admission decisions will be announced in April and the program will begin in August.

* Undergraduate Application fee to MSU Denver: $50
* Graduate application: All students must complete an application through Slate.
* Minimum Degree Requirements: Graduate Program acceptance requires students to have bachelor’s degree from a regionally accredited university.
* Minimum GPA: 3.0
* Entrance Exam Required with Recommended Scores: None
* Official Transcripts: Students must submit official transcripts from each college or university they have attended. Official transcripts must be mailed or sent directly from the previous colleges/universities in a signed sealed envelope. Institutions may also send official electronic transcripts to gradtranscripts@msudenver.edu.
* At least one letter of recommendation or contact information from someone who would recommend the applicant is required.
* Prerequisite/Co-requisite Courses:
  + In each of the following 8 subjects: Applicants must demonstrate a passing grade in each of the courses and the courses must be a minimum of one academic credit session (e.g., semester, trimester, quarter, etc.) in length and provided by an accredited institution of higher learning.
    - Biology
    - Human Anatomy
    - Human Physiology
    - Infant and Child Growth and Development
    - Introduction to Clinical Research
    - Nutrition
    - Psychology or Counseling Skills or Communication Skills
    - Sociology or Cultural Sensitivity or Cultural Anthropology

For the remaining 6 subjects, applicants may complete courses offered by an institution of higher learning or they may complete continuing education courses. MSU Denver offers a health stream course for the cost of $50 that meets the requirements of the 6 additional subjects and must be completed (or show proof of alternative education meeting these requirements) before starting NUT 4990/5990-Clinical Lactation Practicum. In addition, the required 2-day program orientation provides additional training on Ethics, BLS and medical documentation and terminology.

* Basic Life Support
* Medical Documentation
* Medical Terminology
* Occupational Safety and Security for Health Professionals
* Professional Ethics for Health Professionals
* Universal Safety Precautions and Infection Control

**Transfer Students:** All prerequisite coursework may be transferred into MSU Denver. Students may not transfer in any of the required 18 credits in the lactation certificate program.

**Non-Degree Seeking Students**: The number of courses a student may take as a non-degree seeking student is 18 credits. Students are able to complete the lactation certificate as a degree seeking or non-degree seeking student. Students may be admitted to any of the graduate degree programs with a non-degree-seeking status. Non-degree-seeking students do not qualify for financial aid and must re-apply and pay a new application fee to become a degree seeker. Completing coursework as a non-degree-seeking student does not guarantee admission into a degree program. These credits will count toward transfer credits if the student is admitted as a degree-seeking student.

**Readmission:** Readmission to the program will be determined by reapplication to the certificate program.

**Financial Aid:** Financial Aid may be available for undergraduate and graduate students. Visit https://msudenver.edu/financialaid/graduate/ for information.

**Program Completion Requirements**

* Course Requirements:
  + NUT 4950/5950 (3 credits)
  + NUT 4970/5970 (3 credits)
  + NUT 4990/5990 (12 credits)
* Minimum overall GPA requirements: 3.0
* **Maximum course load:** Students may enroll in no more than 15 credits per semester for fall and spring semesters without department approval.
* **Clinical Lactation Internship requirements:** Each student will complete at least 300 clinical lactation internship hours and is required to meet all the clinical lactation competencies established by IBLCE. These internship hours will be under the direct supervision of IBCLC. Students will register for 6 credits of NUT 4990/5990 during the Fall and 6 credits of NUT 4990/5990 during the Spring for a total of 12 credits of NUT 4990/5990. Each 1 credit of NUT 4990/5990 will result in 25 hours of clinical lactation internship placement at a hospital, community health center, or outpatient lactation practice under the supervision of an IBCLC. MSU Denver's Lactation Program will secure all clinical placements for students at partner organizations. Students are required to pass a drug screening and background check along with completing Precheck and My Clinical Exchange before receiving lactation internship placement.

**Duplicative Coursework:** No course may count toward both a master’s degree and a bachelor’s degree.

**Residency Requirement:** The University residency requirement for master’s programs is the total number of semester hours required for the program minus nine.

**Timeline for completion of degree:** Students must complete the certificate program within one calendar year from the term they initially enroll. If the student requires additional time, they must appeal in writing to the program director.

# Clinical Competencies for the Practice of International Board Certified Lactation Consultants® (IBCLCs®)

International Board-Certified Lactation Consultants (IBCLCs) demonstrate specialized knowledge and clinical expertise in breastfeeding and human lactation and are certified by the International Board of Lactation Consultant Examiners® (IBLCE®).

The Clinical Competencies encompass the responsibilities/activities that are part of the IBCLC’s practice. The aim of these Clinical Competencies is to inform the public of the field in which IBCLCs can provide safe, competent, and evidence-based care. The Clinical Competencies are applicable in any country or setting where IBCLCs practice. It is understood that the IBCLC will practice within the boundaries of their training, expertise, culture, and setting.

**I. The IBCLC has the duty to uphold the standards of the profession and will:**

1. Conduct themselves in a professional manner, practicing within the framework defined by the Code of Professional Conduct for IBCLCs, the Scope of Practice for the IBCLC Certificate Students, and the Clinical Competencies for the Practice of IBCLCs.
2. Critique, evaluate and incorporate research findings into practice.
3. Obtain continuing education to enhance knowledge and skills to maintain IBCLC certification.
4. Practice within the laws and regulations in their country, jurisdiction, and workplace.

**II. The IBCLC has the duty to protect, promote and support breastfeeding and will:**

1. Provide evidence-based education about breastfeeding and human lactation to families, health professionals, educators, and the community. This can be done through various means including counselling, teaching, client information fact sheets, curriculum development, and multimedia campaigns.
2. Participate in the development of policies at local, regional, national, and global levels which protect, promote and support breastfeeding or breastmilk/human milk for feeding children in all situations including emergencies.
3. Advocate for breastfeeding in all settings and promote breastfeeding as the child-feeding norm.
4. Support practices which promote breastfeeding and discourage practices which interfere with breastfeeding by:

# Promoting the principles of the Baby-Friendly Hospital Initiative, the International Code of Marketing of Breast-milk Substitutes, and subsequent resolutions, and the World Health Organization Global Strategy for Infant and Young Child Feeding.

# Carefully choosing a method of feeding when supplementation is necessary and using strategies to maintain breastfeeding to meet the client’s goal.

**III. The IBCLC has the duty to provide competent services for clients and will perform a comprehensive maternal, child and feeding assessment related to lactation, such as:**

**History Taking and Assessment Skills**

1. Obtain the client’s permission to provide care on breastfeeding.
2. Ascertain the client’s goals for breastfeeding/child-feeding.
3. Utilize appropriate counselling skills and techniques.
4. Respect a client’s individuality, including but not limited to, sect, ability/disability, gender identity, sexual orientation, sex, ethnicity, race, national origin, political persuasion, marital status, geographic location, religion, or culture.
5. Obtain a lactation history.
6. Identify events that occurred before and during the pregnancy, labor and birth process that may adversely affect breastfeeding and human lactation.
7. Identify risks to lactation associated with pregnancy achieved with Assisted Reproductive Technology (ART).
8. Assess the breasts to determine if changes are consistent with adequate function/lactation.
9. Assess the impact of physical, mental, and psychological states of the breastfeeding parent on breastfeeding.
10. Obtain the child’s health history and assess the impact of the child’s medical condition on breastfeeding.
11. Assess social support and challenges.

**Skills to Assist Breastfeeding Dyad**

1. Provide evidence-based information to assist the client to make decisions regarding infant feeding.
2. Promote skin-to-skin contact.
3. Assess oral anatomy, neurological responses, and reflexes of the infant.
4. Assess infant behavior and development as it relates to breastfeeding.
5. Provide education about child feeding behaviors, signs of readiness to feed, and expected feeding patterns.
6. Ensure the breastfeeding parent and infant are in comfortable positions for breastfeeding and assist as appropriate.
7. Identify effective latch/attachment.
8. Assess for effective milk transfer.
9. Assess milk intake of the infant.
10. Assess the child’s stooling and voiding.
11. Provide education for the client and their family regarding the use of pacifiers/dummies, including the possible risks to lactation.
12. Provide appropriate education for the client and their family regarding the importance of exclusive breastfeeding to their health and the risk of using breastmilk substitutes.
13. Provide information and demonstrate to the client how to express breastmilk by hand.
14. Provide information and strategies to prevent and resolve painful/damaged nipples.
15. Provide information and strategies to prevent and resolve engorgement, blocked ducts, and mastitis.
16. Provide information on how family planning and fertility methods, including Lactation Amenorrhea Method (LAM), impact lactation and breastfeeding.
17. Assist the client and their family to recognize peripartum mood disorders, access community resources, and manage breastfeeding.
18. Provide information regarding introduction of complementary foods.
19. Provide information regarding weaning from the breast at any stage of breastfeeding, including breast care.
20. Provide information regarding preparation and use of breastmilk substitutes according to World Health Organization Guidelines for Safe Preparation, Storage and Handling of Powdered Infant Formula.
21. Provide education on the safe handling, storage, and use of human milk.
22. Calculate an infant’s caloric/Kilojoule and volume requirements.
23. Assess milk production and provide information regarding increasing or decreasing milk volume as needed.
24. Assess the child’s growth using World Health Organization Child Growth Standards.

**General Critical Thinking Skills**

1. Evaluate the client’s attitude towards breastfeeding/feeding method of the child(ren).
2. Recognize how each breastfeeding dyad is unique and evaluate them in that setting.
3. Evaluate potential or existing challenges and factors that may impact meeting a client’s breastfeeding goals.
4. Assist and support the client to develop, implement and evaluate an appropriate, acceptable, and achievable breastfeeding plan utilizing all resources available.
5. Facilitate breastfeeding for the medically vulnerable and physically compromised breastfeeding dyad.
6. Provide anticipatory guidance to reduce potential risks to breastfeeding dyad.
7. Assess and provide strategies to initiate and continue breastfeeding when challenging situations exist/occur.
8. Provide suggestions as to when and how to stimulate a sleepy infant to feed.
9. Provide information and strategies to minimize the risk of sudden infant death syndrome (SIDS).
10. Assist client with strategies and techniques to continue breastfeeding during an infant separation (e.g., returning to work or school, illness, hospitalization).
11. Assist the client in strategies for breastfeeding in public.

**Use of Techniques and Devices**

1. Provide evidence-based information to the client regarding the use of techniques, appliances, and devices.
2. Evaluate, critique, and demonstrate the use of techniques and devices which support breastfeeding. Be aware that some devices may be marketed without evidence to support their usefulness and may be harmful to breastfeeding.
3. Critique and evaluate the use of techniques, appliances and devices which support or may be harmful to initiation and/or continuation of breastfeeding.

**Develop, Implement and Evaluate an Individualized Feeding Plan in Consultation with the Client**

1. Use adult education principles.
2. Select appropriate teaching aids.
3. Provide information on community-based resources for assistance with breastfeeding and human milk.
4. Provide evidence-based information regarding lactation and foods, including their potential impact on milk production and child safety.
5. Provide evidence-based information regarding lactation and medications (over the counter and prescription), alcohol, tobacco, and addictive drugs, including their potential impact on milk production and child safety.
6. Provide evidence-based information regarding complementary and alternative therapies during lactation and their impact on milk production and the effect on the child.
7. Integrate cultural, psychosocial, and nutritional aspects related to breastfeeding and human lactation.
8. Provide information, support, and encouragement to enable clients to successfully meet breastfeeding goals, including breastfeeding multiples.
9. Provide education about breastfeeding at different ages of the child.
10. Use effective counselling and communication skills when interacting with clients and other health care providers.
11. Use the principles of family-centered care while maintaining a collaborative, supportive relationship with clients.
12. Support the client to make evidence-based decisions for themselves and their child(ren).
13. Provide culturally competent education and information that also reflects level of comprehension.
14. Evaluate the client’s understanding of all information and education provided.
15. Assist the client to induce relactation, if desired.

**IV. The IBCLC has the duty to report truthfully and fully to the client and/or child’s primary health care provider and to the health care system and will:**

1. Obtain the client’s consent for obtaining and disclosing of information as needed or as specified by local jurisdiction.
2. Provide written assessments as required.
3. Maintain documentation of all client contacts, assessments, feeding plans, recommendations, and evaluations of care.
4. Retain records for the time specified by the local jurisdiction.

**V. The IBCLC has the duty to preserve client confidence and will:**

1. Respect the privacy, dignity and confidentiality of clients and families except where the reporting of a danger to the client or child is specifically required by law.

**VI. The IBCLC has the duty to act with reasonable diligence and will:**

1. Assist clients and families with decisions regarding feeding their child(ren) by providing evidence-based information that is free of any conflicts of interest.
2. Provide follow-up services as required and requested.
3. Make appropriate referrals to other health care providers and community support resources in a timely manner depending on the urgency of the situation.
4. Work collaboratively with the health care team to provide coordinated services to clients and families.
5. Report immediately to IBLCE if found guilty of any offense under the criminal code of the IBCLC’s country or jurisdiction in which they work or if sanctioned by another profession.
6. Report immediately to IBLCE any IBCLC who is functioning outside the Scope of Practice for IBCLC Certificants and/or not maintaining a practice which meets with the Code of Professional Conduct for IBCLCs or the Clinical Competencies for the Practice of IBCLCs.

**Sites for acquisition of skills**

Skills may be acquired in various settings including, but not limited to, online, hospitals, private practice, and in home visits. This information can be found directly from IBLCE by following: <https://iblce.org/wp-content/uploads/2018/12/clinical-competencies-2018.pdf>

# Program Costs

* It is anticipated that students in the Lactation Certificate program will pay for the cost of 18 credits of undergraduate or graduate tuition.
* Students in the IBCLC Program will pay the same tuition and fees outlined on the program website.
* This information changes from year to year. In the current economic climate, tuition and fees are expected to rise rapidly to compensate for budget cuts by the legislature.

**Additional Costs for Students Enrolled in the Program:**

|  |  |
| --- | --- |
| Textbook | $100 or can be rented for free from the lactation program |
| Professional Liability Insurance | $37 |
| Scrubs (gently used from MSU $10, new $40) | $10-40 |
| HealthStream modules | $50 |
| Cost of IBCLC exam | $695 |
| Lactation Journal Club (at least 4 times) | $10/each attendance |

**Costs Covered by the Program:**

|  |  |
| --- | --- |
| American Heart Association BLS Course | ~$60 - $100 |
| Precheck | $109 |
| My Clinical Exchange | $40 |

Other information on fees such as admission fees can be found in the University Catalog at [www.msudenver.edu](http://www.msudenver.edu/academics/catalog/). Information on residency classification can also be found at this site.

# Financial Aid

Students may qualify for financial aid through the university. Consult the Office of Financial Aid and Scholarships for more information at [www.msudenver.edu](http://www.msudenver.edu/financialaid).

NOTE: Students may be admitted to any of the graduate degree programs with a non-degree-seeking status. Non-degree-seeking students do not qualify for financial aid and must re-apply and pay a new application fee to become a degree seeking. Completing coursework as a non-degree-seeking student does not guarantee admission into a degree program.

# Scholarships

Scholarships may be available through various resources. Contact [nutrition@msudenver.edu](mailto:nutrition@msudenver.edu) for a list of the scholarships available. Organizations that have previously offered scholarships include, but are not limited to:

1. Community Lactation Access Project for those who identify as People of Color, Indigenous, Latinx, and LGBTQ+
2. Colorado Health Institute: Advancing Breastfeeding in Colorado
3. MSU Denver Lactation Program Scholarship

# Withdrawal and Refund of Tuition and Fees

For information on withdrawal and refund of tuition and fees, a student should consult the [Academic Calendar](http://www.msudenver.edu/events/academic/) for the current semester. In general, students are only eligible to receive a full refund during the first week of classes. In extreme cases of illness or hardship students can submit an appeal to the Registrar’s Office for tuition and fee reimbursement.

# Admission Requirements

Admission requirements to MSU Denver can be found at <https://msudenver.edu/admissions/>.

Students must provide official transcripts that show that they have completed the following prerequisites prior to starting the program:

* Biology
* Human Anatomy
* Human Physiology
* Nutrition

Students must supply at least one letter of recommendation during the application process.

When applying to the Pathway 2 Lactation Program, the following admission requirements also apply:

All students must:

1. complete an undergraduate lactation program application found on the program website at <https://www.msudenver.edu/nutrition/programs/certificate-lactation/> for consideration for admission to the undergraduate lactation certificate program **OR**
2. complete a graduate lactation program application through Slate found on the program website <https://www.msudenver.edu/nutrition/programs/certificate-lactation/>.

Admission to this program is a competitive admissions process. The student must apply to the program and the advisory board will review applications and choose 12-15 interns to participate in the program. Preference will be given to students who are currently enrolled as degree seeking students and MSU and students who speak a second language as the field of lactation support needs additional bilingual IBCLCs.

# Academic Calendar

The MSU Denver academic calendar is available at <https://www.msudenver.edu/schedules-calendars>.

# Professional Standards for the Interns

As part of the Lactation Consultant Training Certificate Program, students will be required to intern at local facilities with licensed IBCLCs. Interns enrolled in the Lactation Consultant Training Certificate Program are expected to exhibit professionalism in demeanor, dress, attitude, and behaviors that shows respect for fellow interns, faculty, preceptors, administrators, and all persons encountered while completing supervised practice.

**Professional Demeanor**

Interns are expected at all times to behave in a manner consistent with the standards set forth in the Code of Professional Condict for IBLCEs: [https://iblce.org/wp-content/uploads/2017/05/code-of-professional-conduct.pdf](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fiblce.org%2Fwp-content%2Fuploads%2F2017%2F05%2Fcode-of-professional-conduct.pdf&data=05%7C02%7Clmertens%40msudenver.edu%7Cea805528e75d4a5c628308dcdbf4c0d8%7C03309ca417334af9a73cf18cc841325c%7C1%7C0%7C638627091464542704%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=R%2BFyv80uhYU%2BFSTdytQkIAsjqTC0fEIckdpet8t4vUg%3D&reserved=0). Communication by email should use appropriate grammar and punctuation and should not use text messaging format. Interns may not engage in any communications which are disparaging or critical of MSU Denver, MSU Denver faculty, the MSU Denver Lactation Consultant Training Certificate Program, fellow interns, or any supervised practice site or employee. Particular attention should be paid to avoiding posting such information via social media. Interns should always conduct themselves as representatives of MSU Denver, the Nutrition Department, the Dietetic Internship, and the profession of nutrition and dietetics and lactation professionals.

**Professional Dress**

Interns are expected to be neat, clean, and well-groomed always. Interns should dress conservatively, modestly, and follow the guidelines outlined below and, in their placement, emails set at the beginning of the semester. Professional dress should project an image of self-confidence, self-respect, and respect for the facility, staff, patients/clients, and families. The intern is responsible for the purchase of required scrubs and professional attire.

|  |  |  |
| --- | --- | --- |
| **Item** | **Acceptable** | **Unacceptable** |
| **All** | Neat and clean dress and appearance  Clothes that are in good repair  Clothes of a length, fit and style that are appropriate for the business environment | Dirty or wrinkled clothes  Torn or damaged clothes  Clothes that are too large or small  Clothes intended for sports or social occasions.  Dirty hair, facial hair or fingernails that are extreme or otherwise inappropriate for the business environment |
| **Pants** | Business Attire | Sweatpants  Warm-up suits  Shorts  Spandex or other formfitting pants  Leggings  Stirrup pants  Blue jeans  Denim Clothing |
| **Shirts/ Blouses** | Casual collared shirts/blouses  Golf or polo shirts/blouses!  Sweaters  Turtlenecks  Length and fit in accordance with acceptable business environment | T-shirts/sweatshirts  Midriff-bare tops and tank tops  Revealing, low cut or sheer shirts/blouses  Tight or backless clothing  Tops with straps  Denim clothing |
| **Dresses/ Skirts** | Casual dresses or skirts  Mid-length split skirts | Skirts or dresses with hems above mid-thigh  Spaghetti-strap or strapless dresses  Sheer, low cut or revealing dresses or skirts |
| **Footwear** | Loafers  Boots  Flats or pumps  Clogs  Heel height which is appropriate | Bare feet  Flip flops, thongs  Slippers  Athletic shoes worn with business professional attire (except to and from the building) |
| **Hair** | Neatly groomed, natural-looking colors | Hair allowed to come in contact with patients, visitors, or employees.  Unnatural colors and extreme hairstyles |
| **Jewelry** | Simple professional appearance  Pierced ears with no more than two earrings in each ear | Jewelry that creates a safety hazard  Jewelry that interferes with work  More than two earrings in each ear  Visible body piercings other than ears |
| **Fingernails** | Fingernails that are clean and trimmed  Unchipped nail polish | Extremely long fingernails (either real or artificial)  Chipped nail polish |
| **Visible Tattoos** | Tattoos which are small and inoffensive | Tattoos which are large, offensive, insulting, lewd crude  Tattoos which portray or represent nudity, vice, or crime.  Tattoos which contain profanity  Tattoos which reflect a negative image |
| **Grooming Aids** | Light use of perfumes, colognes, or grooming aids | Strong or heavily scented perfumes, colognes, or grooming aids |

**Electronic Devices**

The use of personal electronic devices (cell phones, tablets, laptop computers) during virtual internship, class or supervised practice is restricted to notetaking, faculty-led class activities, and when related to assignments or the duties of supervised practice experiences. ***No texting or emailing during class, virtual internship or supervised practice is allowed. Cell phones must be placed on silent mode during class, virtual internship and supervised practice.*** Cell phone recorded greetings should be professional, as faculty, preceptors, or potential employers may be calling you.

**Social Media**

Social media and public networking sites (e.g., Facebook, twitter, Instagram, YouTube) should not refer to faculty, staff, clinical instructors, patients/clients, sites, or other potentially confidential sensitive information. It is recommended that interns maintain privacy settings to limit those what have access to their pages.

**HIPAA and Patient Confidentiality**

Patient/client confidentiality is of primary importance. Interns are required to respect patient/client privacy in compliance with the Health Insurance Portability and Accountability Act (HIPAA). Patient/client and employee information (both documented and undocumented) is confidential. Interns shall never discuss details about patients/clients in non-confidential places (elevator, hallway, break room, etc.). Interns must not discuss patients/clients or their cases with anyone except with the preceptor or other health professionals in that facility as need to be informed about patient care. Interns will be required to complete HIPAA training before the start of internship regardless of the requirements of the individual internship sites. Interns shall not communicate any information which violates ethical and legal obligations regarding patient/client privacy and confidentiality. For additional information about patient/client privacy and confidentiality visit HIPAA at: [HIPAA for Professionals | HHS.gov](https://www.hhs.gov/hipaa/for-professionals/index.html)

**Intern Responsibilities and Progression**

Interns are expected to arrive on time and appropriately dressed, ready to learn. To arrive on time means to be ready to start at the time that was previously decided. This means all personal items are put away, and all prep is taken care of. If interns expect to miss a day of clinical expected actions are to contact their internship location primary contact and Dr. Bolton as soon as possible. Primary contact information will be included in the placements email each student receives at the beginning of the semester.

**Intern Responsibilities**

Interns are responsible for bringing both their hours log and clinical competencies sheet to clinical. Interns are responsible for having their preceptor sign both their hours log and clinical competencies sheet every day they attend internship.

Interns are expected to familiarize themselves with each of the clinical competencies before arriving at clinical. To receive credit for competencies completed, students must be able to identify which competencies were achieved during each internship day and ask the preceptor to confirm and initiate them. Interns should be able to explain to their preceptor when and how during that clinical day they met certain competencies and have the preceptor sign off on those competencies at the time of completion. Interns are required to use the MSU Denver Lactation Program hours log and the MSU Denver lactation program competency log. Interns are required to complete all competencies at least once but should strive to meet competencies more than one when able.

**Intern Progression**

The Internship component of the program allows the intern to learn lactation support skills through progression of learning.

Here is an overview of the IBCLE expectation for each phase of internship:

* **Phase 1:** Active engagement - Begins with line-of-sight engagement of the IBCLC preceptor engaged in practice.
* **Phase 2:** Transition to Clinical Practice - Includes clinical practice experience under the direct observation and guidance of the IBCLC preceptor until the skill is mastered.
* **Phase 3:** Supervised Independent Practice - Culminates with independent practice by the applicant, with the IBCLC preceptor either physically nearby to assist if needed OR available via a secure technology platform which facilitates synchronous two-way audio and visual communication.
  + <https://ibclc-commission.org/step-1-prepare-for-ibclc-certification/lactation-specific-clinical-experience/pathway-3-mentorship/>

# Graduation Requirements

To receive a certificate of completion from the Lactation Certificate Program the students must have completed all the following requirements:

* A complete prerequisite and co-requisite document with transcripts
* Completion of 95 hours of lactation specific education (NUT 4950/5950 and NUT 4970/5970 with a grade of C or better)
* A complete MSU Denver hours log with a minimum of 300 hours of supervised internship completed.
* A complete MSU Denver Clinical Competencies Log with each competency signed off by a registered IBCLC.

To receive a certificate of completion, the students must apply for graduation and arrange an exit interview with Dr. Bolton.

# Curriculum

It is intended for students to be able to complete the program in one academic year. One 8–10-hour clinical day each week for 32 weeks (2 semesters) and one 3 credit lactation specific education course for each of 2 consecutive semesters.

|  |  |
| --- | --- |
| **NUT 4950/5950: Lactation Management** | 3 credit hours (50 hours of lactation specific education including 5 hours of communication and 2 hours of WHO code education) |
| **NUT 4970/5970: Clinical Skills for Breastfeeding Support** | 3 credit hours (45 hours of lactation specific education) |
| **NUT 4990/5990: Clinical Internship** | 12 credit hours (1 credit hours = 25 hours x 12 = 300 total hours of supervised clinical hours plus all clinical competencies met at least once) |

Internship placements are valuable hours. It is imperative that those time/day commitments are respected. If you are going to be out of town during your internship dates, please let us know and we will do our best to collaborate with you to find another placement. Once you have accepted a placement, make sure to not plan trips during this time. It is inappropriate to miss these hours without extreme circumstances.

# Non-Discrimination Policy

MSU Denver is an equal opportunity employer; applications from minorities and women are particularly invited. MSU Denver does not discriminate based on race, color, creed, national origin, sex, age, sexual orientation or disability in admissions or access to, or treatment or employment in, its educational programs or activities. Inquiries concerning the University grievance procedures can be found in the MSU Denver University Catalog. ([www.msudenver.edu](http://catalog.msudenver.edu/content.php?catoid=15&navoid=587#EqualOpportunity) ).

# Protection of Privacy of Information

Information on privacy of student information can be found in the University Catalog in the section “Students Rights and Responsibilities” ([www. msudenver.edu](http://catalog.msudenver.edu/content.php?catoid=15&navoid=587))

# Access to Personal Files

Information on access to personal files can be found in the University Catalog in the section “Students Rights and Responsibilities” ([www.msudenver.edu](http://catalog.msudenver.edu/content.php?catoid=15&navoid=587))

# Access to Student Support Services

Students in the Lactation Consultant Training Program have access to all the usual student support services. See the University Catalog at [www.msudenver.edu](http://catalog.msudenver.edu/) for information on these services. MSU Denver has a Financial Aid Office, Student Health Center, Testing Center, Counseling Center, Writing Center and tutoring services available for students.

# Insurance Requirements

All students taking nine (9) credit hours or more in any given semester of attendance are required to either a.) Participate in the university offered health insurance program or b.) Submit proof of having outside health insurance that meets the university’s compliance standards by submitting an electronic waiver compliance form by the waiver deadline for the current semester. Proof of outside health insurance must be submitted each semester a student is taking nine (9) credit hours or more. More information regarding the insurance requirement is listed on the university’s website, <https://www.msudenver.edu/healthcenter/msudenverplans/>. Professional liability insurance is required for students in the Lactation Consultant Training Program.

# Liability for Safety in Travel to and From Assigned Areas

MSU Denver’s lactation internship includes travel to sites and may include in-home visits with clients. Students are required to travel to and from these assigned areas. Therefore, student travel is at their own risk.

# Illness or Injury While in a Facility for Supervised Practice

MSU Denver’s lactation certificate is a didactic and clinical program. It requires supervised practice outside the normal classroom setting. Each student is required to have liability insurance to qualify for internship hours in a hospital setting.

# Drug Testing and Criminal Background Checks

**Drug Testing**

1. All interns are required to have a drug test prior to the start of rotations. Information on how this will be accomplished will be given to interns upon acceptance in the program.
2. Drug and alcohol testing may be required during any rotation as needed.

**Criminal Background Checks**

* 1. A criminal background check is required for all interns. After admission, the Lactation Internship director will provide interns with specific information regarding obtaining a background check. Results of this background check will be maintained in the Lactation Internship program’s electronic files. This information will be available to all rotation sites.
  2. Some rotation sites require that results of the criminal background check be reviewed by the facility before an intern may be allowed on the premises. If the intern has a criminal history, it will be at the discretion of the receiving institution to determine if the infringement is of such significance that the intern will NOT be allowed to train in the facility. If an intern is rejected from facilities based on the criminal background check and the Lactation program has no rotation sites that will allow the intern to complete their rotations, the intern will be notified and dismissed from the program. Issues related to background checks will be discussed with interns once the

# Grievance Procedures

Students who question the validity of a grade received in a course must make a formal request for a change of grade before the end of the fifth week of the semester following the completion of the course (fall semester when the grade in question was in the spring semester). Students must discuss the disputed grade with their instructor and then the Department Chair before filing a formal grievance. Students should contact the Office of the Dean of Health and Applied Sciences for guidelines for filing a formal grade dispute. Guidelines are also included in the MSU Denver Student Handbook, <http://www.msudenver.edu/handbook>. It is the student’s responsibility to meet the timeline and requirements for filing a grade appeal. All decisions by the Grade Appeal Committee are final.

Concerns about the program other than grades should be directed to the Lactation Program director. If the student does not feel they receive a satisfactory response from the program director, they may appeal further to the Chair of the Department of Nutrition and then to the Dean of the College of Health and Applied Sciences. Complaints should be submitted in writing at each level. A log of these complaints is kept in the program director’s office.

Other types of appeal (such as for graduation or tuition and fee reimbursement) can be found in the University Catalog.

# Program Retention and Remediation

The expectation for all interns accepted to the MSU Denver Lactation Certificate Program is to successfully graduate from the program as eligible and qualified for the IBCLC Examination. Interns must complete learning activities and objectives associated with IBLCE required competencies independently with supervision, and skill building will be provided whenever possible to help interns succeed.

A lactation intern may be terminated from the program for unsatisfactory performance which would include but is not limited to inability or unwillingness to complete assignments or quality of performance below standards set by affiliating institution(s) and the internship director, Dr. Bolton. Remediation procedures for interns who have unsatisfactory performance is as follows:

1. The preceptor in the affiliating institution will notify the lactation intern of his/her unsatisfactory performance in one of more learning activities, assignments or responsibilities related to the rotation. Preceptors use the weekly student evaluation survey to mark “Exceeds Expectations,” “No concerns, meets all expectations”/” Performing as expected for this level,” “minimal concerns,” “Some concerns but not unsafe,” or “Significant concerns” for the intern’s performance of each specified expectation relevant to the intern’s experience level.
2. Both the intern and the preceptor in the affiliating institution are encouraged to notify the internship director of the intern’s unsatisfactory performance as soon as possible. Ideally this communication should happen early in the rotation to help the intern successfully achieve the competencies or activities.
3. A conference will be held including the lactation program intern, the preceptor, and the internship director. During this meeting, all three parties will develop a plan for improvement that identifies specific knowledge and skills that must be satisfactorily demonstrated and the expected time frame for completion. A written copy of the remediation plan will be sent to the intern and saved in the intern’s file.
4. The internship director, collaborating with the preceptor, will explore possible tutorial support and remedial instruction available to the intern. If interns need additional services outside of the program, they may be advised to access the University’s student support services, including the health center and counseling services, veteran and military student center services, the writing center and financial aid resources.
5. If performance improves to a satisfactory level during the time space agreed upon by the involved parties, the lactation intern will be allowed to continue in the internship program.
6. If there is no improvement, the dietetic intern will be dismissed from the program.
7. If there is a second written notification of unsatisfactory performance, the lactation intern will be terminated from the program.

If remediation is unsuccessful or if the intern determines they are unlikely to be successful, the intern will be counseled on other career paths. The internship director will recommend the intern visit the MSU Denver Career Center and/or Nutrition Department faculty advisors for assistance in determining other career options.

# Disciplinary/Termination Procedures

Interns must abide by all professional standards and policies outlines within this manual and the general MSU Denver Student Handbook: <https://catalog.msudenver.edu/content.php?catoid=36&navoid=2406>. Failure to act in accordance with professional standards will result in a formal review by the Lactation Internship director and the Nutrition Department chair. Violations will be addressed on an individual case basis and may result in a dismissal from the program.

In cases of major infraction, interns may be immediately dismissed from the program without previous warning. Repeated infraction or uncorrected conduct may also result in dismissal. The following are examples of actions considered serious enough to warrant immediate dismissal., This list is not inclusive.

* Theft
* Assault
* Endangering a patient
* Arson, vandalism, or any criminal act
* Insubordination
* Drug abuse or drinking alcohol while on duty.
* Falsification of records
* Mental or physical abuse of a patient
* 3 days absence without notice to preceptor and Lactation internship director.
* Unauthorized release of information
* Unauthorized use of facility property
* Unprofessional behavior such as lying, verbal attack on another person, sexual harassment or inappropriate sexual activity.
* Failure to comply with the Code of Professional Conduct for IBCLCs
* Plagiarism, omission of references, or failure to indicate the source for any work.

The Lactation Internship has a zero tolerance for all illegal drugs, including marijuana, even though recreation marijuana is considered legal in Colorado. Random drug screenings may be conducted throughout the internship by the program or the preceptor sites.

# Senior and Alumni Surveys

Students are requested to evaluate the Lactation Consultant Training Program upon completion of the program. The program director will send a link to the survey to students approximately one month prior to program completion. Surveys are anonymous and only compiled data are shared with faculty as part of the program evaluation.

A final request of the program is to complete and return the Graduate Survey that is sent via email to program graduates one year and three years following their graduation. The survey helps-going program improvements. Providing information to contact your employer and/or your internship director on the Graduate Survey indicates permission for us to send a survey to them. All information is kept confidential and anonymous.

# Code of Professional Conduct for IBCLCs

The International Board of Lactation Consultant Examiners® (IBLCE®) is the global authority that certifies practitioners in lactation and breastfeeding care.

IBLCE was founded to protect the health, welfare, and safety of the public by providing the internationally recognized measure of knowledge in lactation and breastfeeding care through the IBLCE exam. Successful candidates become International Board Certified Lactation Consultants (IBCLCs).

A crucial part of an IBCLC’s duty to protect mothers and children is adherence to the principles and aim of the [International Code of Marketing of Breast-milk Substitutes](https://www.who.int/nutrition/publications/code_english.pdf) and subsequent relevant World Health Assembly’s resolutions.

**Preamble**

IBLCE endorses the broad human rights principles articulated in numerous international documents affirming that every human being has the right to the highest attainable standard of health. Moreover, IBLCE considers that every mother and every child have the right to breastfeed. Thus, IBLCE encourages IBCLC’s to uphold the highest standards of ethical conduct as outlined in:

* [United Nations Convention on the Rights of the Child](https://www.ohchr.org/en/professionalinterest/pages/crc.aspx)
* [United Nations Convention: Elimination of All Forms of Discrimination Against Women](https://www.un.org/womenwatch/daw/cedaw/cedaw.htm)
* Council of Medical Specialty Societies [Code for Interactions with Companies](https://cmss.org/wp-content/uploads/2016/02/CMSS-Code-for-Interactions-with-Companies-Approved-Revised-Version-4.13.15-with-Annotations.pdf)

To guide their professional practice, it is in the best interest of all ICLCs and the public they serve that there is a Code of Professional Conduct which:

* Informs both IBCLCs and the public of the ***minimum*** standards of acceptable conduct.
* Exemplifies the commitment expected of all holders of the IBCLC credential.
* Provides IBCLCs with a framework for performing their essential duties.
* Serves as a basis for decisions regarding alleged misconduct.

**Definitions and Interpretations**

1. For the purposes of this document, the Code of Professional Conduct for IBCLCs will be referred to as the “CPC.’
2. IBCLCs will comply fully with the *IBLCE Disciplinary Procedures.*
3. For the purposes of the CPC, “due diligence” refers to the obligation imposed on IBCLCs to adhere to a standard of reasonable care while performing any acts that could foreseeably harm others.
4. The term “intellectual property” (Principle 2.5) refers to copyrights (which apply to printed or electronic documents, manuscripts, photographs, slides, and illustrations), trademarks, service and certification marks, and patents.
5. The exception to the statements “refrain from revealing any information” (Principle 3.1) means that, to the extent required, IBCLCs may disclose information to:
6. Comply with a law, court or administrative order, or this CPC.
   * protect the client, in consultation with appropriate individuals or entities in a position to take suitable action, when the IBCLC reasonable believes that a client is unable to act adequately in her own and her child’s best interest and there is thus risk of harm.
   * establish a claim or defense on behalf of the IBCLC and the client, or a defense against a criminal charge or civil claim against the IBCLC based up conduct in which the client was involved; or
   * respond to allegations in any proceeding concerning the services the IBCLC has provided to the client.
7. “Misfeasance” describes an act that is legal but performed improperly, while “malfeasance” describes a wrongful act.

**Code of Professional Conduct Principles**

The CPC consists of eight principles, which require every IBCLC to:

1. Provide services that protect, promote and support breastfeeding.
2. Act with due diligence.
3. Preserve the confidentiality of clients.
4. Report accurately and completely to other members of the healthcare team.
5. Exercise independent judgment and avoid conflicts of interest.
6. Maintain personal integrity.
7. Uphold the professional standards expected of an IBCLC.
8. Comply with the IBCLE Disciplinary Procedures

IBCLCs are personally accountable for acting consistently with the CPC to safeguard the interest of clients and justify public trust.

**Principle 1: Provide Services that Protect, Promote and Support Breastfeeding**

**Every IBCLC shall:**

* Fulfill professional commitments by collaborating with mothers to meet their breastfeeding goals.
* Provide care to meet clients’ individual needs that is culturally appropriate and informed by the best available evidence.
* Supply sufficient and accurate information to enable clients to make informed decisions.
* Convey accurate, complete, and objective information about commercial products.
* Present information without personal bias.

**Principle 2: Act with Due Diligence**

**Every IBCLC shall:**

* Operate within the limits of the scope of practice.
* Collaborate with other members of the healthcare team to provide unified and comprehensive care.
* Be responsible and accountable for personal conduct and practice.
* Obey all applicable laws, including those regulating the activities of lactation consultants.
* Respect intellectual property rights.

**Principle 3: Preserve the Confidentiality of Clients**

**Every IBCLC shall:**

* Refrain from revealing any information acquired during the professional relationship, except to another member of a client’s healthcare team or to other persons or entities for which the client has granted express permission, except only as provided in the Definitions and Interpretations to the CPC.
* Refrain from photographic, recording or taping (audio or video) a mother or her child for any purpose unless the mother has given advance written consent on her behalf and that of her child.

**Principle 4: Report Accurately and Completely to Other Members of the Healthcare Team**

**Every IBCLC shall:**

* Receive a client’s consent, before initiating a consultation, to share clinical information with other members of the client’s healthcare team.
* Inform an appropriate person or authority if it appears that the health or safety of a client or a colleague is at risk, consistent with Principle 3.

**Principle 5: Exercise Independent Judgment and Avoid Conflicts of Interest**

**Every IBCLC shall:**

* Disclose any actual or apparent conflict of interest, including a financial interest in relevant goods or services, or in organizations which provide relevant goods or services.
* Ensure that commercial considerations do not influence professional judgment.
* Withdraw voluntarily from professional practice if the IBCLC has a physical or mental disability that could be detrimental to clients.

**Principle 6: Maintain Personal Integrity**

**Every IBCLC shall:**

* Behave honestly and fairly as a health professional.
* Withdraw voluntarily from professional practice if the IBCLC has engaged in substance abuse that could affect the IBCLC’s practice.
* Treat all clients equitably without regard to ability/disability, gender identity, sexual orientation, sex, ethnicity, race, national origin, political persuasion, marital status, geographic locations, religion, socioeconomic status, age, within the legal framework of the respective geo-political region or setting.

**Principle 7: Uphold the Professional Standards Expected of an IBCLC**

**Every IBCLC shall:**

* Operate within the framework defined by the CPC.
* Provide only accurate information to the public and colleagues concerning lactation consultant services offered.
* Permit use of the IBCLC’s name for the purpose of certifying that lactation consultant services have been rendered only when the IBCLC provided those services.
* Use the acronyms “IBCLC” and “RLC” or the titles “International Board Certified Lactation Consultant” and “Registered Lactation Consultant” only when certification is current and in the way IBLCE authorizes their use.

**Principle 8: Comply with the IBLCE Disciplinary Procedures**

**Every IBCLC shall:**

* Comply fully with the IBLCE Ethics & Discipline process.
* Agree that a violation of this CPC includes any matter in which:
* IBCLC is convicted of a crime under applicable law, where dishonesty, gross negligence, or wrongful conduct in relation to the practice of lactation consulting is a core issue.
* IBCLC is disciplined by a state, province or other level of government and at least one of the grounds for discipline is the same as, or substantially equivalent to, this CPC’s principle.
* A competent court, licensing board, certifying board or governmental authority determines that the IBCLC has committed an act of misfeasance or malfeasance related to the practice of lactation consulting.