

Emergency Medical Services University, LLC Catalog

(Texas Campuses Only)



EMS University, LLC - San Antonio
1730 SW Military Drive, Suite 202
San Antonio, TX 78221

EMS University, LLC - Dallas/Fort Worth (DFW)
1452 Hughes Road, Suite 380
Grapevine, TX 76051
(800) 728-0209

Volume I
Updated January 1, 2024

*EMS University, LLC is not accredited by a nationally recognized accrediting association.
EMS University LLC, however is organizationally accredited by the Commission on
Accreditation for Pre-Hospital Continuing Education ("CAPCE").*

This catalog is certified as true and correct in content and policy.

Certification & Accreditation

EMS University, LLC is certified by the Texas Department of State Health Services to operate EMT and continuing education programs. EMS University is accredited by CAPCE to provide Continuing Education to EMS Providers

EMS University, LLC is not accredited by a nationally recognized accrediting association.

Locations

This catalog is representative for Texas Campuses only. It does not include information about other EMS University Campuses in other states.

EMS University, LLC - San Antonio

1730 SW Military Drive, Suite 202

San Antonio, TX 78221

(800) 728-0209

www.emsuniversity.com

EMS University, LLC - Dallas/Fort Worth (DFW)

1452 Hughes Road, Suite 380

Grapevine, TX 76051

(800) 728-0209

www.emsuniversity.com

Mission Statement

Our mission is to train and educate individuals to become the most highly skilled Emergency Medical Service professionals. Continuous quality improvement is the primary focus of our educational training program. We take every possible step to instill knowledge from our previous experience through continuous evaluation and improvement.

Each member of our team participates in this process, as an open atmosphere leads to innovation, quality education, and instruction. Our students are trained to these high standards and exemplify the character of our organization after successful completion of their course or program of study.

History

EMS University, LLC - San Antonio was established in 2011. We began our company, mainly as a provider of BLS Classes, including CPR, First Aid and Bloodborne Pathogens. Early on, our focus was geared towards early childhood care providers, however, in 2013, we obtained accreditation from the Commission on Accreditation for Prehospital Continuing Education (CAPCE) which has enabled us to offer Continuing Education training to EMS professionals. We currently offer the EMT and EMT Refresher courses.

Institutional Ownership

Emergency Medical Services University, LLC (“EMS University”) is owned and operated by a single member, Ruben Major. Mr. Major serves as the Chief Executive Officer (CEO). Ruben began his career in Emergency Medical Services in 2000. He holds a Master's Degree in Military History and has experience as a Paramedic and EMS Supervisor in the field. He has taught CPR and First Aid Programs for several years. Ruben spent 2 years as Program Director for an EMS/Paramedic Program in the valley prior to working as Program Director for EMS University in Phoenix, Arizona. Ruben has published several articles on public safety and Emergency Medical Services in several prominent magazines and is responsible for creating the nation's first Native American APCO EMD Program. Ruben currently holds a Juris Doctor from Concord Law School.

Governing Board Members/Board of Directors

EMS University, LLC does not have a governing board or board of directors because it is a single member LLC. EMS University does, however, hold at the very least, annual committee meetings to discuss administrative and educational matters pertinent to the institution.

Corporate Advisory Committee

The EMS University, LLC Advisory Committee meets on at least an annual basis to discuss matters pertinent to the operation of EMS University as well as important student and staff matters which require the attention of the institution. Additionally, the Advisory Committee makes recommendations related to goals, direction, and the mission of EMS University, LLC.

The EMS University, LLC advisory committee is composed of the following members:

Ruben Major
Jennifer Major
Jonathan Thompson
Daniel Kramer

Individual members may be substituted upon agreement of a majority of advisory committee members present during a scheduled meeting subject to approval of the CEO.

Accreditation

EMS University, LLC is not accredited by a nationally recognized accrediting association. EMS University, LLC, however is organizationally accredited by the Commission on Accreditation for Pre-Hospital Continuing Education (“CAPCE”).

Facilities and Equipment

EMS University, LLC – San Antonio

The San Antonio facility is approximately 1456 square feet and holds at minimum, three spaces for classroom use. The biggest classroom can hold up to 40 students and two secondary classrooms can hold approximately 20 students. There is a large storage room which holds equipment for our programs as well as small office/printing space which houses office and printing materials. The facility offers a break room as well as bathrooms for students.

The San Antonio facility holds equipment primarily for its CPR, First Aid, and EMT programs. Additionally, EMS University, LLC – San Antonio has equipment for other Basic Life Support (“BLS”) programs. Equipment includes, but is not limited to mannequins, oxygen masks and bags, spine boards, mast pants, as well as general bandaging and bleeding control equipment.

General Admission Requirements

The general admissions requirements shall apply unless otherwise specified by the program or course specifically. Entrance examinations, prerequisites, or other requirements may be necessary for specific programs and/or course admission. Students are required to be at least 18 years of age to attend, however, students under age 18 may attend with parental permission.

Admissions Process

Students are required to register for classes either online using an electronic registration form or in-person using the appropriate form. Registration is completed upon verification or attestation (whichever is appropriate) of entrance requirements.

Special Needs/Students with Disabilities

In accordance with the American Disabilities Act (“ADA”), EMS University shall make reasonable accommodations for students with documented special needs or students with disabilities which require special assistance. Students requiring special assistance shall advise EMS University, LLC Administration which will help to facilitate enrollment and education.

Non-Discrimination

EMS University, LLC does not discriminate on the basis of sex, race, ethnic origin or religion.

Transfer of Credit/Hours

EMS University, LLC does not permit the transfer of credit/hours unless specified by the program specifically.

Financial Assistance

EMS University, LLC does not currently offer financial assistance to students, except in the form of payment installment agreements which are outlined by each course/program specifically. There is no special selection criteria for installment agreements. All students are provided with this option.

Support Services

The Administrative Department shall provide students with assistance regarding student advisement and or student financial advisement upon the student's request. The Administrative Department shall provide students with assistance with reasonable requests within a reasonable timeframe.

Student to Faculty Ratio

Unless otherwise specified in the program and/or course specifically, the following shall apply for student to faculty ratios:

Classroom/Lecture: 1 Instructor for every 50 students

Laboratory: 1 Instructor for every 24 students

Externship: 1 Instructor/Preceptor/Field Expert for every 5 students.

Minimum Grading Criteria

Unless otherwise specified by the program and/or course, the student must achieve a grade of at least a 80% in order to receive credit for a course. If courses are pass/fail, the student must pass in order to receive credit for the course.

Requirements for successful completion of courses generally:

A minimum passing grade of 80% is required for successful completion of our courses unless otherwise specified by the program and/or course.

Grading Scale: Grades will be issued for this course as A,B,C, D, and F.

The grading scale is:	Grade Point Value		Grade
	90	-	100% A
	80	-	89% B
	80	-	Below Fail
	Incomplete		I
	Withdrawal		W

Satisfactory Academic Progress

Students who fail a course may re-enroll twice in that same course until a passing grade is achieved within a 5 year period. Students not able to achieve these requirements will not be considered progressing satisfactorily.

Graduation

Graduation occurs at the end of each program, but there is not currently an official ceremony.

Family Education Rights and Privacy Act (FERPA)

The following notice applies to EMS University staff and students. More information can be found at: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>:

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- *School officials with legitimate educational interest;*
- *Other schools to which a student is transferring;*
- *Specified officials for audit or evaluation purposes;*
- *Appropriate parties in connection with financial aid to a student;*
- *Organizations conducting certain studies for or on behalf of the school;*
- *Accrediting organizations;*
- *To comply with a judicial order or lawfully issued subpoena;*
- *Appropriate officials in cases of health and safety emergencies; and*

- *State and local authorities, within a juvenile justice system, pursuant to specific State law.*
- *Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.*

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may use the Federal Relay Service.

Family Policy Compliance Office, "Family Education Rights and Privacy Act," U.S. Department of Education <http://www2.ed.gov/policy/gen/guid/fpc/ferpa/index.html> (Accessed November 26, 2014).

You may contact the Family Policy Compliance Office by mail at:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

Student Records

EMS University, LLC maintains accurate and confidential student records. Students have access to their educational records in accordance with the law. Student records, with certain exceptions, will not be released without prior consent of the student. Students have the right to review and question the content of their educational records. If there are any questions as to the accuracy or appropriateness of the records, an opportunity for a review of the records may be scheduled with administrative staff as necessary.

Successful Completion of Participants

In addition to grade and attendance requirements specified by the program and/or course, instructors shall attest to the successful completion of participants in a Continuing Education ("CE") activity by verifying attendance in accordance with EMS University, LLC policy as well as through grading criteria established in the course syllabus. A written examination shall be provided for all activities. Upon successful completion of the activity, everyone passing the exam will receive a document stating they completed the requisite CE in the appropriate subject and level provided during the course.

Medical Records

EMS University, LLC shall keep accurate and confidential student medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, the department requires that all students and staff will comply with HIPAA and follow regulations regarding protected health information when handling any medical records. The same policies and procedures which govern student records shall apply to student medical records for the EMS University, LLC EMT Course.

Attendance Reporting

Attendance shall be reported to the appropriate regulatory or accrediting body in the manner described by the respective agency.

1. Internal Reporting: Unless otherwise indicated, for in person classes taught, attendance shall be collected on an attendance sheet and the attendance sheet shall be placed in file in perpetuity to ensure adequate record keeping. The attendance sheet shall indicate the date, name of the students attending and name of the course;
2. Governmental Reporting (Texas Department of State Health Services TDSHS, National Registry) : Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the governmental agency and may contain a record of the student's social security number, address, phone number, score reporting (as indicated), state certification number & state of certification (if applicable). This information may be collected electronically and stored in file in perpetuity. This information shall be reported to the appropriate agency as required by the agency requiring the information.
3. Accreditation Reporting (Commission on Accreditation for Pre-Hospital Continuing Education CAPCE): Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the accreditation body and may contain a record of the student's email address, residential address, type/level of license/certification, license/certification expiration date, NREMT registration number (if student is NREMT), NREMT re-registration date (if student is NREMT), Number of Continuing Education Hours ("CEH"), Category of CEH. This information may be collected electronically and stored in file in perpetuity. This information, along with the information may be collected in hard copy form and electronically cataloged in XML or other appropriate format and submitted as required by the agency requiring the information.

Grade Reports/Transcripts

Students may request and receive a copy of their grade reports and/or transcripts. This information is provided to students free of charge.

Copyright and/or Trademark Violations

Students cannot transfer, copy, distribute or otherwise share the materials students have printed out or obtained with others, except as provided by the "fair use" doctrine for educational purposes and not for profit.

All right, title, and interest (including all copyrights and other intellectual property rights) in the Course in both print and machine readable form belongs to EMS University, LLC or its licensors or suppliers. Students acquire no proprietary interest in the Course or copies thereof.

Except as specifically provided above, students are prohibited from downloading, storing, reproducing, transmitting, displaying, publishing, copying, distributing or using the Course(s). Students may not modify, adapt, translate or create derivative works of the Course(s) except in accordance with this Agreement or with the prior written consent of EMS University.

Students may not remove, redact or otherwise obscure the copyright, trademark or other notices contained in the Course(s).

Students may not remove, redact or otherwise obscure the copyright, trademark or other notices contained in the Course(s).

Students may be held legally responsible for any infringement that is caused or encouraged by your failure to abide by the terms of this Agreement. Penalties for such infractions shall be determined by a court of competent jurisdiction. Criminal penalties are at the discretion of the government.

Student Conduct

Attendance

Students are expected to be present for class for at least 80% of the time for which the course is required. Specific program and/or course requirements may supersede this requirement.

A. Student absences are strongly discouraged since they may result in the student missing classwork and this may negatively affect their grades.

B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program director and making arrangements with individual instructors for missed class work.

C. Students are required to be on time and stay for the duration of the class. The student assumes the responsibility for making arrangements with individual instructors

for any and all makeup of class work missed as a result of being late or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.

D. EMS University does not allow leave of absences (LOA).

Code of Conduct

Students may be placed on probation, suspended or terminated for violation of the school's personal conduct standards. Violations include dishonesty, theft, unprofessional conduct, use of profanity, possession of firearms or weapons, cheating, insubordination, noncompliance with safety rules, use of or being under the influence of alcohol or illegal drugs on school property, and vandalism of school property or equipment.

Cheating

Students are expected not to cheat and to conduct themselves during class without unfair advantage over other students. Those caught cheating may be penalized. Penalty for such infraction may include all available measures up to and including expulsion from the program. For purposes of this section, suggesting to instructors or other students to cheat shall be considered cheating. By signing this agreement, students shall agree to the above definition.

Probation & Academic Probation

Students who commit academic misconduct may be placed on probation and or terminated or otherwise disciplined as specified above. Probation exists as a warning, whereby any other similar misconduct shall result in the suspension and/or termination from the program or institution. Probation may range from 1 day to 1 year depending upon the circumstance. Students have the right to appeal such decisions using the Student Grievance Policy below.

Suspension & Termination

Students may be suspended from the program for cause. Students have the right to appeal such decisions using the Student Grievance Policy below.

Student Grievance Policy

A. Students who consider they have a grievance brought on by having been unfairly graded, unjustly and/or improperly treated, or any other complaint with regard to an instructor's decision in academic matters, may be assured of just treatment in their hearing.

B. Any students who believes they have a grievance should first utilize the informal processes as listed below.

C. Informal Process

Initially, the aggrieved student should schedule an appointment with the faculty/admin member concerned and discuss the problem openly.

1. If this discussion does not result in a satisfactory resolution, the student may appeal to the Manager and subsequently the Director of the department who will employ the department approved procedures to resolve the grievance.
3. If the grievance has not been successfully cleared after taking the above steps, the student may file a formal grievance.

D. Formal Process - Step One: Summary Decision

1. The student must file in writing the alleged grievance statement.
2. Within 5 days of the distribution of the alleged grievance statement, the faculty/admin member involved must submit a written response to the Grievance Committee chairperson.
3. If no response is received from the faculty member within 5 days, the matter shall commence without the faculty member's written statement.
4. Within 5 days of the reply by the faculty member involved, a member of the Committee will issue a summary decision, with no hearing required and based only upon the written statement provided by the student and faculty member. In no case shall any student wait more than 20 days for a decision by the Committee after their written grievance is received by administration.

E. Formal Process – Step Two: Hearing Requested

1. If the student is dissatisfied with the Summary Decision, he/she may request a hearing upon written notification to the Committee. In such a circumstance, the steps below shall apply. In no case shall a Step Two Grievance be commenced without a Step One Grievance first being completed.
2. The student shall forfeit his/her right to a hearing if written notification of objection to the Committee's Step One Summary Decision is not received within 10 days after the Step One decision is made.
3. Both parties involved (student and faculty/admin) will be expected to appear at the meeting to be held within 10 days after the student's written communication is received. All parties in the grievance will have the opportunity to give their particular grievance presentations either in writing or in person.
4. All meetings of the Committee shall be closed to ensure confidentiality and to protect the rights of privacy of both student and faculty. Each party in the grievance is entitled to be accompanied by any person of his/her choosing, but that person will have no right to speak or cross examine. Their role shall be advisory only.
5. Concerned parties may utilize witnesses for the presentation of their case. The Committee may decide that the aggrieved student, faculty involved in the grievance, and any or all witnesses be excused from certain presentations if, in the opinion of the Committee, an invasion of privacy and/or the violation of rights of specific individuals would result.

6. Procedures for the presentation of relevant information on the part of the student, instructor, and/or witnesses will be determined by the Committee and only the committee members may ask questions of the parties involved.
7. Following final discussion of the alleged grievance, the Committee will provide a final decision. The recommendation will be submitted not more than 10 days following the final Committee hearing.
8. The grievance may also be resolved at any time summarily at the discretion of the Committee.
9. Final action in each case will be taken by the Program Director after full consideration of the committee's recommendation. Grade changes, if any are recommended, may be made by the Program Director or his/her designee.

E. Grievance Committee

1. The Grievance Committee shall be composed of any of the following: the CEO, Department Director, Department Manager, an instructor or a member of the administrative staff. There shall be exactly 3 members of the Grievance Committee at any given time.

F. Students shall have 60 days to file a grievance based upon the date of discovery of the issue.

Student Services

Staff will assist students with the enrollment process as well as with any questions related to their grades or other requirements of the institution. Students also receive assistance with technical support and may request help from their instructor regarding any educational content delivered during the course.

EMS University, LLC does not offer job placement or guarantee assistance in obtaining employment. Course completion does not guarantee employment.

Academic Calendar/Schedule

EMS University, LLC has an open enrollment policy whereby classes are provided on an on-going/as-needed basis. CE courses may be offered more frequently than initial education program. Self-study or distance learning courses may be instructed synchronously or asynchronously.

EMS University, LLC observes the following Holidays: New Year's Day, MLK Jr. Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

Credit vs Clock Hours

EMS University, LLC utilizes clock hours in order to determine time spent in class. EMS University does not utilize credit hours.

General Refund Policy

- A. **Three-Day Cancellation:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Except as otherwise provided by the program specifically, the general refund policy shall be according to the refund schedule which is provided in the table below according to the duration of the class and withdrawal deadline:

Percentage of Class Attended	Refund Amount
None	90%
10% or Less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund

- B. **Cancelled classes:** In the event that class is cancelled, students are entitled to a 100% refund irrespective of the table above.

C. **Non-Attendance, Non-Access, & Non-Acceptance:** This section applies only to continuing education courses. Non-Attendance and/or non-access of a course or courses is not a valid or excusable reason for obtaining a refund. Refunds will not be granted for such a reason if provided. In addition, non-acceptance of any certification provided within or as a result of taking a course shall not constitute a valid reason for a refund. This policy pertains to online courses as well as in-person courses in all programs.

D. **Process:** Refunds are due to students based upon the last day of attendance in the manner described above.

F. Registration fees are non-refundable (not to exceed \$200).

G. Students are not entitled to a refund of finance fees for payment plans or course materials. Delinquent Tuition Students who are 30 days or more past due in their tuition obligations shall be taken to collections. Students should be sure to keep in contact with obligations shall be taken to collections. Students should be sure to keep contact with administration to prevent adverse action. Students owing \$1,000.00, and more that 60 days past due or more may be referred to an attorney for legal action.

Late Payments/Penalties

Students or groups having balances 40 days past the due date will be charged a \$10 late fee. If a balance is owed past 60 days, there will be a 1.5% fee charged per month on the balance owed, starting at 60 days and continuing every 30 days thereafter.

EMS University, LLC Director and Manager Team

Ruben Major, Chief Executive Officer

Position

Chief Executive Officer & Nationwide EMS Program Director

Credentials

EMT-B, Mesa Community College (2000)

EMT-Paramedic, E-Med., Inc. (2002)

A.A., General Studies - Scottsdale Community College (2003)

B.A., History - Arizona State University (2003)

M.A., Military History - Norwich University (2008)

J.D., Concord Law School (Class of 2016)

Location

EMS University - Phoenix

E-Mail Address

rmajor@emsuniversity.com



Biography

Ruben began his career in Emergency Medical Services in 2000. He holds a Master's Degree in Military History and has experience as a Paramedic and EMS Supervisor/Battalion Chief in the field. He has taught CPR and First Aid Programs for several years. Ruben spent 2 years as Program Director for an EMS/Paramedic Program in the valley prior to working as Program Director for EMS University in Phoenix, Arizona.

Ruben has published several articles on public safety and Emergency Medical Services in several prominent magazines and is responsible for creating the nation's first Native American APCO EMD Program. Ruben holds a Juris Doctor from Concord Law School. He enjoys astronomy, bicycling, hiking, other outdoor activities, and spending time with his family.

Jennifer Major, BLS Program Director

Position

BLS Program Director of EMS University, LLC

Credentials

EMR EMS University (2013)

A.A. General Studies - Scottsdale Community College (2003)

B.A.S. Early Childhood - Northern Arizona University (2007)

Location

[EMS University - Phoenix](#)

E-Mail Address

jmajor@emsuniversity.com

Biography

In charge of CPR, First Aid, Bloodborne Pathogens and other BLS Programs, Jennifer began her career in 1998 working at an inner-city elementary school where she assisted students of all ages in academic studies and activities. She also has extensive experience working one on one with children with disabilities, particularly autism, and has a particular interest in the safety and well being of children. She graduated *summa cum laude* from Northern Arizona University with her B.A.S. in Early Childhood, with additional studies in environmental sociology, planetary geology, visual arts, and women's studies. In her free time, when not tending to her three young children, she participates in multiple volunteer and charity opportunities, working with charities, domestic violence shelters, UMCOR, Soldier's Angels, food banks, educational facilities, animal shelters, and other venues to aid in the betterment of humankind.

Jonathan Thompson, Corporate Compliance Officer

Position

Corporate Compliance Officer

Credentials

EMT-B, Glendale Community College (2008)

Location

EMS University - Phoenix

E-Mail Address

jthompson@emsuniversity.com

Biography

Mr. Thompson began his career in EMS after becoming an EMT in 2008. He first worked as a Phlebotomist for United Blood Services and after spending time doing venipuncture and medical screening with potential donors, Mr. Thompson began work at Professional Medical Transport (PMT) Ambulance in 2010. He is currently enrolled in a Paramedic Program at Phoenix College and anticipates graduation in 2014. He began work with EMS University in 2013 and has been a lead instructor on several occasions. Mr. Thompson enjoys house and auto projects in his spare time.

Daniel Kramer, EMS Program Director**Position**

EMS Program Director (Texas)

Credentials

- EMT, Texas Fire Academy (2013)
- Basic Structural Firefighter, Kilgore College (2013)
- Advanced EMT, Centre for Emergency Health Sciences (2014)
- A.A.S., Fire Protection Technologies, Austin Community College (2016)
- B.A.A.S., Emergency Management Administration, West Texas A&M University (2017)
- Master's in Public Administration, Sam Houston State University, (2019)

Location

EMS Universal Education – Texas

Biography

My name is Dan Kramer and I currently work as the Deputy Fire Chief for South Hays Fire Department. Most recently, I worked as the Fire Chief and Emergency Management Coordinator for the City of Windcrest. I also work as Adjunct Faculty for Garden City Community College and San Antonio College in the Fire Science Program.

I have held several different positions in several different industries making me well rounded and a hard worker. I am able to utilize the vast amount of experience I have and apply it to every day situations that I face. I have obtained a Master's in Public Administration with an emphasis on Emergency Management (December 2019) from Sam Houston State University in Huntsville, TX, a Bachelor's degree in Emergency Management Administration (May 2017) from West Texas A&M University in Canyon, TX, and my Associate's in Fire Protection Technologies (May 2016) from Austin Community College in Austin, TX. I plan to continue my education and obtain my PhD in Organizational Leadership or a related field.

With my goal of always doing the best to help people however I can, I plan on being extremely well-rounded in the fire and emergency services world.

Victoria Yu, Administrative Lead

Position

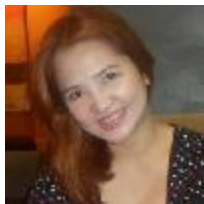
Administrative Lead of EMS University, LLC

Location

EMS University - Phoenix

E-Mail Address

vyu@emsuniversity.com



Biography

You can call me Vicky. I'm very hardworking, dedicated and I always do my best. I've worked in four different call centers in Manila. I have been in customer service for 15 years now in different fields. I studied in Trinity College in Quezon City and took several

courses HRM, Basic computers, and perfume making for a part time business. I have also managed a food business for 8 years in the past. My goal is to always keep our customers happy, satisfied and fulfilled. I am a people person and give priorities to my work and my customers. My favorite quote: *"Success is peace of mind which is a direct result of self-satisfaction in knowing you did your best to become the best you are capable of becoming"*. My job as an Administrative Lead is to assist our students through phone, email, and live chat support regarding class requests, payments, inquiries, and to assist with any other questions surrounding our training program.

Basic Life Support (“BLS”) Department

Unless otherwise specifically stated, all BLS Department Courses/Programs are vocational. Most BLS Courses/Programs are designed for people as continuing education.

Program Educational Objectives

Courses within the BLS program are all certificate based. Upon the conclusion of the course, the student will be issued a certificate outlining the course details.

Admissions Requirements

There are no special admissions requirements for courses within the BLS Department. Students enrolled in CPR 101 should not be taking the course if they are healthcare professionals or seeking to become a healthcare professional. Healthcare providers, should enroll in CPR 201 instead.

Transfer of Credit Policy

Because BLS program courses are short in duration, certificate based, and renew on a biannual basis, no transfer of credit shall be permitted within the BLS Department.

Program of Study

There is no program of study for the courses within the BLS Department since the courses are short in duration, certificate based, and renew on a biannual basis.

Minimum Grade Required

All BLS courses require a grade of 80% or better in order to pass and receive the certificate.

BLS Course Descriptions

BFA 101: Basic First Aid

Prerequisites: None

This course is designed for the general public and follows the 2010 International Liaison Committee on Resuscitation (ILCOR) Guidelines for Basic First Aid. The student will be issued a certificate upon completion of the course.

Course Hours: 2-4 Depending on Format

BBP 101: Bloodborne Pathogens

Prerequisites: None

This course is designed for the general public and follows the Occupational Safety and Health Administration (OSHA) recommendations on Bloodborne Pathogens in the workplace and in general. The student will be issued a certificate upon completion of the course.

Course Hours: 2

CPR 101: CPR/AED: Adult, Pediatric, & Infant (Workplace/Community)

Prerequisites: None

This course is designed for the general public and follows the 2010 International Liaison Committee on Resuscitation (ILCOR) Guidelines for Cardiopulmonary Resuscitation (CPR). The student will be issued a certificate upon completion of the course.

Course Hours: 2-4 Depending on Format

CPR 201: CPR for the Healthcare Professional: Basic Life Support

Prerequisites: None

This Basic Life Support (BLS) course is designed for the Healthcare Professional and follows the 2010 International Liaison Committee on Resuscitation (ILCOR) Guidelines for Cardiopulmonary Resuscitation (CPR). The student will be issued a certificate upon completion of the course.

Course Hours: 2-4 Depending on Format

Emergency Medical Services (“EMS”) Department

Unless otherwise specifically stated, all EMS Department Programs are vocational. Please see the Student Handbook for each respective program for more information.

Program Educational Objectives

EMS Programs enable students to become an Emergency Medical Services Provider. EMS University, LLC seeks to provide a program where the student has achieved a level of competence higher than that required through minimal state and or national competencies. Upon course completion a student will receive a certificate, which may be used towards EMS Provider certification.

Courses within the EMS program are certificate based, unless specified otherwise. Upon the conclusion of the course, the student will be issued a certificate outlining the course details.

Admissions Requirements

Admissions requirements are specified according to the course specifically. This information is detailed below.

Transfer of Credit Policy

There is no transfer of credit provided for programs within the EMS Program because such programs are regulated by the government and/or national certifying body with regard to specific hours required for each class in order for the student to obtain certification later.

However, if a student wishes to have a course evaluated for prior credit, the student may petition the Program Director. This decision may be considered by the Grievance Committee upon any denial.

Program of Study

The EMT program of study includes all the content identified in the EMT Program Disclosure Documents as required by the Texas Department of State Health Services.

Minimum Grade Required

All EMS Department courses require a grade of 80% or better in order to pass and receive the certificate

Emergency Medical Technician (“EMT”) Program



EMT Student Handbook

Emergency Medical Services University, LLC

PURPOSE:

The student handbook sets forth the expectations, and the rules and regulations governing all Emergency Medical Services courses held by the EMS University LLC. It is designed to be a guide to the student and to help the student to have a pleasant and successful learning experience. All students are held responsible for knowing and following the policies within the EMS University LLC Student Handbook.

GENERAL INFORMATION:

Important contact information:

Micheal Newman

EMS Basic Coordinator

(830) 581-9539

Thhmike03@gmail.com

GENERAL REQUIREMENTS

Students must comply with all requirements of this document, the Clinical/Field Internship Manual and the Course Schedule, and the EMS is University, LLC Catalog. More detailed policy and procedure statements may be available in the Catalog.

APPLICATIONS AND REGISTRATION

Prerequisites

For EMT students:

1. All students applying for the **EMS University LLC** courses must be able to perform the standard EMS duties without issue; refer to the DSHS functional job description for specific information.
- 2.. Students must have a high school diploma, GED or homeschool diploma to be eligible for certification.

Registration/fees:

Applications will be accepted until the designated registration deadline. All tuition is due by the beginning of the first class unless other arrangements have been made. Any additional fees will be paid on the dates announced by the Education Coordinator. Any exceptions must be authorized by the Education Coordinator and/or the Program Director and/or the Program Manager.

Students are accepted on a first come first serve basis until the class maximum, 30 students, is reached. This means that the student has filled out and returned the application, and paid the registration fee by the time and date required.

Background checks are required to be completed prior to being authorized to complete clinicals, vehiculars, and being permitted to complete the course successfully.

In the instance that a student applicant is not accepted to the program due to not having his/her application, receipt for the background check and the deposit is not made in the timely manner stated the student will then be placed on the waiting list as a completed applicant student for the next available EMT Basic class. The student then has the right to wait for the next class or participate in any of many other training facilities.

If the applicant is denied access to the EMT Basic class for any other reason; the student then has the right to appeal the decision under the student Grievance Policy.

No student will be denied access to the program due to race, color, creed, sexual orientation, religion, sex, national origin, disability or age.

There is a fifteen day time period in which the applicant student may appeal the application process. The appeal must first be sent to the EMS Board of Directors in writing and a meeting will be set.

General Refund Policy

- A. Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Except as otherwise provided by the program specifically, the general refund policy shall be according to the refund schedule which is provided in the table below according to the duration of the class and withdrawal deadline:

Percentage of Class Attended	Refund Amount
None	90%
10% or Less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%

More than 50%	No Refund
---------------	-----------

B. Cancelled classes: In the event that class is cancelled, students are entitled to a 100% refund irrespective of the table above.

C. Non-Attendance, Non-Access, & Non-Acceptance: This section applies only to continuing education courses. Non-Attendance and/or non-access of a course or courses is not a valid or excusable reason for obtaining a refund. Refunds will not be granted for such a reason if provided. In addition, non-acceptance of any certification provided within or as a result of taking a course shall not constitute a valid reason for a refund. This policy pertains to online courses as well as in-person courses in all programs.

D. Process: Refunds are due to students based upon the last day of attendance in the manner described above.

F. Registration fees are non-refundable (not to exceed \$200).

G. Students are not entitled to a refund of finance fees for payment plans or course materials. Delinquent Tuition Students who are 30 days or more past due in their tuition obligations shall be taken to collections. Students should be sure to keep in contact with obligations shall be taken to collections. Students should be sure to keep contact with administration to prevent adverse action. Students owing \$1,000.00, and more that 60 days past due or more may be referred to an attorney for legal action.

Late Payments/Penalties

Students or groups having balances 40 days past the due date will be charged a \$10 late fee. If a balance is owed past 60 days, there will be a 1.5% fee charged per month on the balance owed, starting at 60 days and continuing every 30 days thereafter.

Immunizations:

1. All students enrolled in the EMS University LLC must show proof prior to patient contact, that they have received certain required immunizations.
 - a. Two doses of Measles/Mumps/Rubella (MMR) immunizations
 - b. Negative TB test within the last 6 months
 - c. Tetanus immunization within the last ten (10) years
 - d. Hepatitis B series

All students must complete a series of Hepatitis B vaccine immunizations or show evidence of prior immunity by providing results of titer showing zero conversion. Students may be provisionally enrolled after having received two of the three doses, but the third dose must be acquired by the required immunization time frame.

2. Any exception may only be made for medical reasons as demonstrated by a physician's statement, or for reasons of conscience.

Failure to comply with these rules may result in the student being denied access to clinical and field internships. This failure will result in no course completion certificate being awarded.

DISABILITIES OR HANDICAPS:

Students who enter the program with a disability or handicap must notify the course coordinator or lead instructor by the beginning of the first class. **Alterations in testing or clinical rotations during the course do not ensure that the same alterations will be made for the student at the National Registry test site.** Students will need to provide physician documentation.

Americans with Disabilities Act:

The Americans with Disabilities Act (ADA) has many implications for students in EMS courses. The intent of the ADA emphasizes that individuals not be excluded from jobs or training due to a disability, or influences the result of the examination process that is a prerequisite for a job. Passing the written and skills exams during an EMS Course and passing the State Certification Exam are prerequisites for a job as an EMT.

The law permits testing that requires the use of sensory, manual, or speaking skills, where tests are intended to measure the essential functions of the profession. For example an applicant with dyslexia could be required to take a written exam, if the ability to read and process is an essential job function, and the exam measures the ability to read. Skills performance must be done within a certain time frame and utilizing certain equipment. The performance measurement for time and accuracy is an essential job function. Therefore, a person with a disability may not be denied the opportunity to take an exam, but the person may be required to take the exam within a certain time frame or to meet a certain criteria.

* Prospective students should read and understand the Functional Job Description before entering the program. It can be found on the DSHS website at: www.dshs.state.tx.us/EMS/Uraumasystems Also the National Registry website at: www.nremt.org has additional information regarding the ADA.

For more information concerning the ADA, contact the Association on Higher Education and Disability at 614/488-4972 or the Governor's Committee for Persons with Disabilities at 512/463-5739.

CLASSROOM POLICIES:

In order for the student to have the most positive learning experience possible; it is critical that the student is familiar with all classroom policies and procedures. The student is encouraged to ask any clarifying questions to ensure compliance with all

policies. Students should always feel free to ask the instructor or education coordinator about any matter concerning the course or the student's participation or standing.

This course requires dedication, commitment, and preparation. It is intensive and fast paced. As a student you will be required to come to class prepared. Class participation is expected of all students. It is the student's responsibility to read the assigned chapters **PRIOR** to class. The instructors are not in the class to read the chapters to you. They are there to reinforce the textbook material and enhance the lectures and skills labs through their experience and knowledge of the EMS profession. Due to the time constraints and the amount of material to be covered, every effort should be made by the students to keep their questions and comments related to the topics at hand. The student is encouraged to make arrangements with the instructor for any extra assistance during breaks and before and after class for additional clarifications.

REQUIRED ITEMS:

Each student must have individual access to the following:

- Course textbooks
- Course Syllabus and Clinical/Internship Manual
- Student Handbook
- Skills Check Off Packet
- Required uniform. (See dress code below)

REQUIRED ITEMS:

Stethoscope, blood pressure cuff, pen light, and internet accessible device. The Stethoscope, Blood pressure cuff, and pen light will be supplied to you included in the price of the class. Internet accessible device is the student's responsibility to maintain. If students are unable to access the internet anywhere else besides classes. Please contact the Program Directors for other arrangements.

DRESS CODE:

The following uniform will be worn in class and at all clinical/field internship experiences unless otherwise advised by the Clinical Coordinator.

- Pants and shirt as adopted and approved by the EMS University LLC.
- Pants must be a black cargo or slacks
- ID card with photo (**no pins allowed on ID card**).
- Black footwear with socks, and black belt.
- The wearing of jewelry is not recommended because of infection control and may be caught or pulled on by patients causing injury. **Earrings may not be worn by either male or female students.** Jewelry may not be worn in the pinna of the ear, the eyebrows, nose, tongue or lips.

- Hair is to be kept neat, clean, and off the collar for safety reasons.
- Students out of uniform will be required to leave the clinical/field internship site.
- Students must be neat and clean at all times.
- Students should have a backup uniform in case of contamination.
- Classroom attire will consist of the following (until clinical uniform shirt is obtained) jeans or slacks-without holes in any area, closed toed shoes, a shirt or blouse that covers the chest-both male and female alike, excluding the first class meeting; there will be no shorts, tank tops or sandals of any kind worn to class.

CPR CERTIFICATION:

EMT students of all levels must hold a current CPR card for HealthCare Providers at all times throughout the course. If a student holds a current card from another location a copy of the card (front and back) must be provided, and will be placed in the student's folder. EMS University, LLC holds CPR courses at regular intervals throughout the year.

****Note** Basic EMT students must take the CPR portion of the Basic EMT course regardless if a current card is held. Any exception to this policy is at the sole discretion of the Education Coordinator.**

LIABILITY INSURANCE:

All currently enrolled students with the EMS University LLC are covered by liability insurance while in class or attending internships. Any and all injuries occurring during clinical or field internships must be reported to the Education Coordinator in person or by phone as soon as possible. At that point instructions will be given to the student of the proper procedure to be followed.

CONDUCT:

- ❖ Students will not allow their personal conduct to cast any adverse reflection on the EMS University LLC or any other affiliated agencies. Students will not wear any uniform that has the logo of the EMS University LLC while engaging in any activity outside of the clinical or field internship setting. This includes, but not limited to, purchasing or consuming alcoholic beverages anywhere while wearing the uniform associated with the EMS University LLC.
- ❖ Students who come to class after having ingested alcoholic beverages will be required to immediately leave class and an unexcused absence will be recorded. Students will not consume alcoholic beverages within a twenty-four (24) hour period prior to class, clinical or field time. Students shall not attend clinical or field internships while under the influence of any drug that impairs performance regardless if the drug is prescribed, or over the counter. Students at no time will consume any illegal drug. An instructor who has reason to believe that a student

- is under the influence of either alcohol or drugs will administer a drug and alcohol test at the student's expense. Refusal to submit to a required alcohol or drug test will result in immediate dismissal from the program with a failing grade. Any student dismissed from the program for violation of the drug and alcohol policy will not be allowed to reapply for admission in any course associated with the EMS University LLC.
- ❖ Class disruptions of any kind will not be tolerated. This may include repeatedly interrupting the instructor in an attempt to interrupt the instructor or disrupt the class. Any student asked to leave the classroom for disruptive behavior will be marked absent for that class and the Education Coordinator will be notified and documentation of the event will be placed in the student's file.
 - ❖ Physical, visual, or verbal harassment based on gender, race, ethnicity, or sexual orientation of any kind will not be tolerated. Harassment can be defined as any unwanted advances by another person causing distress. Allegations of harassment will be thoroughly investigated and may result in immediate dismissal from the program. Students who feel they have suffered harassment must notify the Education Coordinator as soon as possible after the incident. The Educational Coordinator will assign an Instructor to investigate the harassment statement. Students should be prepared to file a written complaint detailing the alleged conduct. Verbal complaints that are not substantiated in writing are subject to dismissal. Any student found by an investigation to have committed harassment of any kind will be dismissed from the program. THIS IS A NO TOLERANCE POLICY.
 - ❖ Student/Instructors or Student/Preceptor relationship shall not be condoned during the duration of the class. These types of relationships include, but not limited to, emotional or sexual relationships. If this was to ever happen both student and Instructor/Preceptor may be asked to leave the program. Individuals that was in a relationship prior to enrollment must contest their affiliation to the Board of Advisors during the enrollment process to decide if a student and instructor or preceptor relationship can maintain a professional level. If the instructor/student relationship was discovered after enrollment this is going to be treated as an inappropriate relation and both instructor and student will be withdrawn from the program.
 - ❖ Students will exercise extreme care and caution with any equipment during skills practice. It is the student's responsibility to report any broken equipment to the instructor. If any equipment is broken due to abuse or negligence the student can be held responsible for the cost of repairs or replacement. Students who are found in unauthorized possession of any training equipment is considered stealing and the student will be disciplined accordingly to include possible dismissal from the program.

- ❖ The classroom will be kept neat and clean at all times. Each student will be responsible for seeing that all trash is placed in the appropriate receptacles. There is a designated smoking area for students. No tobacco products are to be consumed in the classroom. Students are required to help instructors with equipment during skills practice times. Be aware that most healthcare facilities may have a no smoking policy. EMS University LLC has no control over what rules Clinical intern sites may have on these types of policies. Tobacco use is to be utilized during scheduled break times. Any students that are caught breaking this policy may lose credit for class time or clinical hours if asked to leave. Students need to be aware that certain clinical sites may have a no smoking policy. If a student is found in violation of any of the clinical site policies may be withdrawn from the program.

It is critical that the learning environment is a safe one. Students can be seriously hurt during certain lab procedures and/or rotations. "SAFETY FIRST" should be foremost in students' minds at all times. Horseplay, improper handling of equipment or classroom supplies can result in the student being asked to leave the class resulting in an absence. If anyone is injured or equipment damaged as a result of such inappropriate behavior; students may be held responsible for reimbursement for any damages suffered.

- ❖ Each student is responsible for their own work. This includes, but not limited to, scheduling rotations, contacting the instructor (verbal, email, phone, etc.) Students may not relay messages to the instructor on behalf of another student. This avoids miscommunications and message errors.

Cheating will not be tolerated. Falsification of any records to include hospital or ambulance rotations is considered cheating. Assisting another student to cheat will be grounds for dismissal from the program. Any suspicion or evidence of fraud will be investigated by the Education Coordinator and reported to the Department of State Health Services for disciplinary measures to include removal from the course. Criminal prosecution may be invoked in any appropriate case.

- ❖ Any student that represents him/herself to hold any certification not held is subject to criminal prosecution. A student may not represent himself to be an employee of the EMS University LLC or any ambulance service affiliated with EMS University LLC unless duly employed there. Any such conduct will result in dismissal from the program with a course grade of "F".
- ❖ Students will know their status in class at all times. Counseling's are held throughout the course. This provides a forum for both the instructors and students to keep the lines of communication open. Students will be placed on academic probation and not allowed to participate in clinical or ambulance rotations if the student's average falls below 80%.

- ❖ Students are encouraged to communicate any problems or issues they experience during the course to the instructor or Education Coordinator. Instructors are willing and available for tutoring, exam analysis and assistance with test taking strategies, etc. However, we cannot help if we are unaware of your concerns.

Harassment of any type will not be tolerated. Harassment can be defined as any unwanted advances by another person causing distress. Sexual, ethnic, or sexual orientation harassment will not be tolerated by the program. All harassment complaints will be immediately investigated by the Education Coordinator.

ATTENDANCE:

100% attendance is essential for successful course completion. Students will be in their seat at the time class is to begin. Absences will be excused only for good cause, and at the discretion of the instructor and/or course coordinator. No absence will be excused unless the instructor has been notified before class, except in cases of emergency. The Texas State Department of Health Services requires that students attend a minimum of 150 hours. Students missing more than 150 hours are not permitted to complete the course.

Hours may be made up with tutoring sessions with one-on-one instructor sessions at a rate of \$25 per hour at the discretion of the Program Director, Coordinator or designee. tutoring sessions may not be done at any location other than the EMS University classroom or online using Virtual Instructor Led Training..

Unexcused absences may result in the student being dropped from a course and will be evaluated on a case by case basis by the Education Coordinator.

Skills practice sessions are considered mandatory. It is the sole responsibility of the student who has missed a required skills training session to coordinate with the instructor for appropriate makeup sessions or work. The student will STILL be responsible for successful completion of all skills testing requirements. *Note* Instructors reserve the right to charge a \$25.00 per skill fee for skills verification/testing if the student was absent during the designated skills testing time.

Students are encouraged to maintain an 80% attendance. In addition to being required to meet the state minimum of 150 hours, if a student's attendance drops below 80% they will be withdrawn from the program without refund.

EXAMINATIONS:

WRITTEN EXAMINATIONS:

Written exams may consist of daily quizzes, unit exams, group exams, research assignments, and a final exam.

The student must obtain a minimal grade of **80%** to pass the final exam. If the student should fail the final exam then one retest may be made available to the student, and a minimum grade of **80%** on the retest is required to pass.

Written examinations should be taken on the date assigned. Only severe extenuating circumstances will be allowed and must be approved by the Education Coordinator. If a major written exam is missed, a make-up exam must be taken before or on the next scheduled class period. The Education Coordinator will determine the eligibility of the situation to allow a make-up examination to be taken. When an exam is to be made up, it WILL NOT be the same exam that the class had taken on the scheduled exam date.

SKILLS EXAMS:

Students must successfully complete all required skills examinations associated with the EMT-Basic course. Skill sheets may be found on the DSHS website at: www.dshs.state.tx.us/EMSUraumasystems or the National Registry website: www.nremt.org

NATIONAL REGISTRY WRITTEN EXAM:

The national EMT-Basic written exam will be scheduled with the National Registry. It is the student's responsibility to arrange with the National Registry for a test date. The passing score on the national exam is 70%. Neither the National Registry nor DSHS administers oral examinations. All fees must be paid prior to testing. All paperwork must be filed prior to testing. It should be understood that the student might successfully complete the entire course with EMS University LLC, and still be ineligible to sit for the national examination due to certain criminal background information. Once a student receives course completion from EMS University LLC they are free to register and pay for the exam on the NREMT website. Students are responsible for all fees the NREMT and affiliated facilities charges to take the exam.

STATE CERTIFICATION:

In order to practice EMS in the state of Texas, individuals must be certified with the Department of State Health Services (DSHS). Candidates must pass the National Registry examination in order to apply for state certification. For further information refer to the DSHS website at: www.dshs.state.tx.us/EMSUraumasystems

STUDENT COUNSELING:

The course coordinator maintains close contact with the class and instructors. If the coordinator or lead instructor receives any negative information regarding grades,

attendance, classroom performance, clinical performance, inappropriate conduct or behavior, or any blatant violation of the policies and procedures, the student will be counseled. The counseling session will be documented and if necessary, witnessed by another instructor. The counseling form will become a part of the student's records. This information may be made available to the student's financial sponsoring agency upon request.

Circumstances involving inappropriate conduct or behavior may result in dismissal from the program without student counseling. The decision to dismiss the student from the course or provide counseling will be made by the Education Coordinator.

Student Grievance Policy

A. Students who consider they have a grievance brought on by having been unfairly graded, unjustly and/or improperly treated, or any other complaint with regard to an instructor's decision in academic matters, may be assured of just treatment in their hearing.

B. Any students who believe they have a grievance should first utilize the informal processes as listed below.

C. Informal Process

Initially, the aggrieved student should schedule an appointment with the faculty/admin member concerned and discuss the problem openly.

- 1. If this discussion does not result in a satisfactory resolution, the student may appeal to the Manager and subsequently the Director of the department who will employ the department approved procedures to resolve the grievance.**
- 3. If the grievance has not been successfully cleared after taking the above steps, the student may file a formal grievance.**

D. Formal Process - Step One: Summary Decision

- 1. The student must file in writing the alleged grievance statement.**
- 2. Within 5 days of the distribution of the alleged grievance statement, the faculty/admin member involved must submit a written response to the Grievance Committee chairperson.**
- 3. If no response is received from the faculty member within 5 days, the matter shall commence without the faculty member's written statement.**
- 4. Within 5 days of the reply by the faculty member involved, a member of the Committee will issue a summary decision, with no hearing required and based only upon the written statement provided by the student and faculty member. In no case shall any student wait more than 20 days for a decision by the Committee after their written grievance is received by administration.**

E. Formal Process – Step Two: Hearing Requested

1. If the student is dissatisfied with the Summary Decision, he/she may request a hearing upon written notification to the Committee. In such a circumstance, the steps below shall apply. In no case shall a Step Two Grievance be commenced without a Step One Grievance first being completed.
2. The student shall forfeit his/her right to a hearing if written notification of objection to the Committee's Step One Summary Decision is not received within 10 days after the Step One decision is made.
3. Both parties involved (student and faculty/admin) will be expected to appear at the meeting to be held within 10 days after the student's written communication is received. All parties in the grievance will have the opportunity to give their particular grievance presentations either in writing or in person.
4. All meetings of the Committee shall be closed to ensure confidentiality and to protect the rights of privacy of both student and faculty. Each party in the grievance is entitled to be accompanied by any person of his/her choosing, but that person will have no right to speak or cross examine. Their role shall be advisory only.
5. Concerned parties may utilize witnesses for the presentation of their case. The Committee may decide that the aggrieved student, faculty involved in the grievance, and any or all witnesses be excused from certain presentations if, in the opinion of the Committee, an invasion of privacy and/or the violation of rights of specific individuals would result.
6. Procedures for the presentation of relevant information on the part of the student, instructor, and/or witnesses will be determined by the Committee and only the committee members may ask questions of the parties involved.
7. Following final discussion of the alleged grievance, the Committee will provide a final decision. The recommendation will be submitted not more than 10 days following the final Committee hearing.
8. The grievance may also be resolved at any time summarily at the discretion of the Committee.
9. Final action in each case will be taken by the Program Director after full consideration of the committee's recommendation. Grade changes, if any are recommended, may be made by the Program Director or his/her designee.

E. Grievance Committee

1. The Grievance Committee shall be composed of any of the following: the CEO, Department Director, Department Manager, an instructor or a member of the administrative staff. There shall be exactly 3 members of the Grievance Committee at any given time.

F. Students shall have 60 days to file a grievance based upon the date of discovery of the issue.

READMISSION:

Any student who fails an initial course may be admitted to the next offered class, space permitting. However, students are only permitted to enrol in the course a maximum of 3 times for every 5 years. Students may fail the course a maximum of two times within a period of 5 years. Students failing 3 times will not be permitted re-entry until their first attempt at the course exceeds a period of 5 years.

Any student who must drop out of the course for personal reasons may be admitted to the next offered class, space permitting. Readmitting students will take second priority to initial enrolling students. If a student is readmitted, all tuition and fees will be due as before. There will be no application of previous funds to a future course. All initial requirements will be required of readmitting students.

MILITARY STUDENTS:

All military personnel that must be deployed or reactivated are exempt from readmission rules. Any fees applied to the initial course will be applied to the next course attended.

MINIMUM REQUIREMENTS FOR COURSE COMPLETION:

The following is required in order for a student to successfully complete the EMS University LLC, EMT Basic, and receive a course completion certificate:

- The student must maintain a course average of 80%. Students will be required to make a minimum grade of 80% on the final exam. One retest will be allowed on the final exam, but the passing grade on the retest is 80%.
- The student must comply with all requirements of DSHS and National Registry.
- The student must pay all required fees for the EMS University LLC.

The student must follow all rules governing class work, clinical and ambulance internships, skill requirements and all policies within the Student Handbook.

STUDENTS ASSUME ALL RISKS INVOLVED WITH TRAINING AND SHALL HOLD EMS UNIVERSITY LLC AND ITS AFFILIATES HARMLESS FROM ANY COSTS, PAYMENTS OR LIABILITY RESULTING FROM ANY INJURY OR ILLNESS TO THE STUDENT.

TEXAS DEPARTMENT OF STATE HEALTH SERVICES REQUIREMENTS:

Texas rules and regulations are set forth in Vernon's Texas Health and Safety Code and in the Texas Administrative Code. Information can be obtained from the Texas Department of State and Health Services office or online at www.dshs.state.tx.us.

Texas uses National Registry testing as the initial entrance testing process for all levels of EMS applicants. Students will follow all National Registry guidelines for testing and all

state guidelines for gaining Texas certification following successful completion of an initial training course prior to being allowed to work as a certified EMT of any level in Texas. THE STUDENT IS SOLELY RESPONSIBLE FOR MAKING ALL TESTING ARRANGEMENTS AND COMPLETING ALL CERTIFICATION REQUIREMENTS.

QUALIFICATIONS:

The following is a general functional description of the Emergency Care Attendant (ECA) Emergency Medical Technician (EMT), EMT-Intermediate (EMT-Advance), and Paramedic:

The student must successfully complete a department approved course; achievement of a passing score on practical and written certification examinations.

To take the National Registry exam the student must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. Ability to communicate verbally; via telephone and radio equipment; ability to lift, carry, and balance up to 125 pounds (250 with assistance); ability to interpret written, oral and diagnostic form instructions; ability to use good judgment and remain calm in high stress situations; ability to work effectively in an environment with loud noises and flashing lights; ability to function efficiently throughout an entire work shift; ability to calculate weight and volume ratios and read small print, both under life threatening time constraints; ability to read and understand English language manuals and road maps; accurately discern street signs and address numbers; ability to interview patient, family members, and bystanders; ability to document, in writing, all relevant information in prescribed format in light of legal ramifications of such; ability to converse in English with coworkers and hospital staff as to status of patient. Good manual dexterity, with ability to perform all tasks related to highest quality patient care. The student must have the ability to bend, squat, and crawl on uneven terrain; and the ability to withstand varied environmental conditions such as extreme heat, cold, and moisture. Ability to work in low light, confined spaces and other dangerous environments.

COMPETENCY AREAS, as outlined by the Texas Department of State And Health Services.

EMT-Emergency Care Attendant

The ECA must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the United States Department of Transportation (DOT)/First Responder curriculum and the Federal Emergency Management Administration (FEMA) document entitled "Recognizing and Identifying Hazardous Material," and to include aids for resuscitation, blood pressure by palpation and auscultation, oral suctioning, spinal immobilization, patient assessment and adult, child and infant CPR. Automated external defibrillation is a required skill.

EMT-Emergency Medical Technician

Must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the DOT/EMT Basic curriculum and the FEMA document entitled "Recognizing and Identifying Hazardous Material." Automatic External Defibrillation and the use of the pneumatic anti-shock garment are optional course skills.

Description of Tasks

Receives call from dispatcher, responds verbally to emergency calls, reads maps, may drive the ambulance to the emergency site, uses the most expeditious route, and observes traffic ordinances and regulations.

Determines nature and extent of illness or injury, takes pulse, blood pressure, visually observes changes in skin color, auscultates breath sounds, makes a determination regarding patient status, establishes priority for emergency care (based on competency level); may administer intravenous drugs or fluid replacement as directed by the physician. May use equipment (based on competency level): such as but not limited to, defibrillator, electrocardiograph, perform endotracheal intubation to open airways and ventilate the patient, inflate pneumatic anti-shock garment to improve the patient's blood circulation.

Assists in lifting, carrying and transporting the patient to the ambulance and on to a medical facility. Reassures patients and bystanders, avoids mishandling patients and undue haste, search for medical identification emblems to aid in care. Extricates patient from entrapment, assesses extent to injury, uses prescribed techniques and appliances, radios dispatcher for additional assistance or services, provides light rescue service if required, provides additional emergency care following established protocols.

Complies with regulation in handling deceased, notifies authorities, arrange for protection of property and evidence at scene. Determines appropriate facility to which a patient will be transported, reports nature and extent of injuries or illness to facility, asks for direction from hospital physician or emergency department. Observes patients en route and administers care as directed by physician or emergency department or according to published protocol. Identifies diagnostic signs that require communication with the facility, assists in removing patients from ambulances and into emergency facilities. Reports verbally and in writing observations about and care of patients at the scene and enroute to the facility, provides assistance to emergency staff as required.

Replaces supplies, sends used supplies for sterilization, checks all equipment for future readiness, maintains ambulance in operable condition, ensures ambulance cleanliness and orderliness of equipment and supplies, decontaminates vehicle interior, determines vehicle readiness by checking oil, gas, water in battery and radiator, and tire pressure, maintains familiarity with all specialized equipment.

CLINICAL EXPERIENCE

Clinical and field internship experiences will be pre-scheduled at designated locations from a current list/calendar found with the Education Coordinator. Internship sites may change from time to time.

All internship rotations are subject to the same attendance and tardiness rules as the classroom. Any absence for clinical/field internship rotation must be made up at the convenience of the clinical/field internship sites, not at the convenience of the student.

Additional instructions and rules will be provided in the form of a clinical/field internship handout.

CLINICAL/FIELD INTERNSHIP RULES

All clinical and field patient contacts, including no transports, must be properly documented.

Students shall not initiate or direct patient care. Students will perform only those specific tasks delegated by preceptors. Students will not perform any action that is beyond their scope of practice.

Students must sign up for clinical/field internship rotations through the Education Coordinator. Students will arrive at least 15 minutes prior to start time of the scheduled rotation. If there is a problem with the student arriving on time then they themselves must contact the Education Coordinator. Students will not attend any clinical/field internship for which they are not signed up for through the Education Coordinator.

Students who perform activities beyond their scope of practice, do so without the consent or authority of EMS University LLC or Texas Department of State and Health Services, and are solely and personally responsible for such acts. Students who violate state regulations may be dropped from the course with a failing grade. The EMS University LLC, its Instructors and Preceptors are not responsible for such acts.

Students must complete all clinical/field internship rotations, patient care reports, pathophysiology and skill requirements by the due date. Clinical/field internship documentation that is incomplete will not be accepted toward the minimum required number of patient care reports. Students with incomplete clinical/field internship notebooks will receive a grade of "F" or at the sole discretion of the Basic Coordinator; a grade of "I" (incomplete) will be given. Students with incomplete grades will not receive a course completion certificate and will be ineligible to sit for the National Registry exam until the incomplete grade is resolved. Failure to do so within 30 days from the assigned due date may result in the student receiving an "F" for the course.

Students must learn and follow all rules set forth by clinical and field internship sites/providers. Rules may vary concerning the number of students and level of students allowed on an ambulance or at a clinical site. Students must comply with the rules that are announced by instructors and the EMS Coordinator. A student that is banned from any clinical/field internship site by the provider may be dismissed from the program with a grade of “F” and may not be allowed to reapply for program readmission in any subsequent courses offered by the EMS University LLC.

All students must have the background and fingerprint process completed; as well as take and pass a drug screen prior to being scheduled or doing any clinical/field internship.

INFECTIOUS DISEASE CONTROL

Universal blood and body substance precautions are the use of appropriate barrier precautions as a routine work practice when working in contact with blood, feces, saliva, urine, emesis, semen, vaginal discharge, nasal secretions, sputum and drainage from any body part site or wound.

All blood and body substances of all patients at all times shall be considered as potentially infectious because every individual is a potential disease carrier, and the undiagnosed case represents the greatest risk of transmission. Universal blood and body substance precautions are a system not related to the presence of a diagnosis and afford the greater protection against undetected infection.

All patients will be treated with the same standard of care.

Each individual will be responsible for maintaining universal precautions at all times. Each individual will wear gloves when doing any form of patient care.

Hand washing is the most effective preventative measure against the spread of community acquired infections. Hands must be washed between patients and immediately upon accidental contact with blood or other body substances. When there is not soap and water available the student must use alcohol based hand sanitizer to prevent the spread of community acquired infections.

POST EXPOSURE/ACCIDENT RESPONSIBILITIES

The following steps should be taken to facilitate timely treatment for exposure.

- o Any individual who has reason to believe that he/she has been exposed to an infectious disease during a clinical/field internship will immediately notify the supervisor or preceptor and will follow the clinical/field internship site’s exposure policy. The individual exposed or involved in an accident should withdraw from patient care and immediately cleanse the

site whenever possible, without abandoning patient care.

- o The Education Coordinator should be notified immediately.
- o If the accident is an exposure and after emergency care is attended to, the exposure form must be completed and a copy left at the ER, the original must be given to the Education Coordinator.
- o If after contact with the Education Coordinator, post exposure treatment is needed, report to the ER immediately. The student's blood must be drawn for a baseline blood test. HIV post exposure prophylaxis (PEP) must begin within two hours. A follow up appointment with an infectious disease physician (IDP) will be made within 3-5 days for post exposure consultation. Coordinate all follow up with the Education Coordinator.
- o The Education Coordinator will confer with the exposed or injured student and all individuals involved; in order to determine a course of action and/or treatment.

ALCOHOL AND DRUG POLICY

If the student is on a doctor prescribed medication that will impair judgements or function; the student must make the EMS Coordinator aware of the medication. The medication must be kept in the original container. The medication information will be kept confidential and in the student's file.

Consumption of alcohol and drugs is inconsistent with a good learning experience. Students who come to class after having ingested alcohol or drugs in any manner are grounds for dismissal. These students will also be required to leave the classroom.

Students will not consume alcohol or drugs twelve (12) hours prior to any clinical/field internship rotation. Students will not at any time or place consume alcoholic beverages or drugs while wearing any part of the EMS University LLC uniform. Students will not perform clinical/field internship rotations while under the influence of any drug that impairs performance, whether such drug is prescription or over the counter. An instructor/preceptor who has reason to believe that a student is under the influence of either alcohol and/or drugs during class or during clinical/field, will require that the student be subjected to a drug and/or alcohol test at the student's expense. Refusal to submit to a required alcohol or drug test will result in dismissal from the program with the grade of "F". Violation of drug or alcohol policy will result in dismissal from the program and an overall grade of "F"; and the student will not be eligible to apply/reapply for any program admission at EMS University LLC.

CHEATING, LYING, STEALING AND MISREPRESENTATION

Cheating will not be tolerated or permitted. This is a no tolerance policy. Falsification of any records to include hospital and ambulance rotations is considered cheating. Assisting another student to cheat will be grounds for dismissal from the program. Any suspicion or evidence of fraud will be investigated by the Course Coordinator and reported to the Department of State and Health Services for disciplinary measures.

Students who steal either information or tangible goods, or falsify the student's presence or absence at any internship site, or class time will be dismissed from all courses with a grade of "F". Criminal prosecution will be invoked in any appropriate case.

A student that falsely represents himself/herself to hold any certification is subject to criminal prosecution. A student may not represent himself/herself to be an employee of any clinical or ambulance facility or EMS University LLC. Any such conduct will result in dismissal from the course with a grade of "F".

LIABILITY INSURANCE

EMS University LLC holds liability insurance for the student as long as they are in the realm of the classroom or they are on clinical/field internship rotations.

Any and all injuries occurring during classroom hours or clinical/field internship rotations must be reported to the Education Coordinator by phone or in person as soon as it is safe to do so. With any injury while on clinical/field internship rotation, the injured student will follow the exposure/accident plan.

In no event will a student represent to any health care provider that he/she is employed by EMS University LLC.

EVALUATION

Just as the student is evaluated throughout the class; the instructors (including guest lecturers) and course coordinator will be evaluated throughout the class.

At the end of the class time at the end of the scheduled week, each student will complete an evaluation form on the instructor; unless the instructor is not the regular instructor or a guest lecturer. In this instance the student will complete an evaluation form on the new or guest lecturer. If there is more than one instructor; the student will do an evaluation form on all the instructors involved in the class day. Each evaluation form must be placed in the evaluation box that is in the classroom. Each evaluation form is read by the EMS Coordinator. Changes if needed will be made based on these evaluation forms. The instructor/preceptors will be counseled or congratulated based on these forms as well. These forms can be anonymous or the student may put their name on them. When counseling is done due to a complaint made on the evaluation form; there is never a name mentioned.

Each regular instructor will evaluate the instructor that is "shadow instructing" at the

end of each class day taught by the “shadow instructor”.

At the end of the scheduled course each student will complete an end of course evaluation form and an evaluation form on the Basic Coordinator.

The student will complete a PCR for each patient contact during clinical/field internship rotation. At the end of the PCR is an evaluation sheet that will be completed by the student as well as the preceptor. When the PCR's are turned in by the student a copy of the evaluation form will be placed in the individual preceptor file.

All evaluation forms will be filed per course with the student files.

ENDING STATEMENT

EMS University LLC along with all the faculty and interested parties would like to say thank you for choosing EMS University LLC for your educational experience. There is a faculty list that is accessible to you. All faculty listed have willingly given their contact information so feel free to contact any/all in any instance. This is your education; make the best of it.

Functional Position Description

ECA / EMT

Introduction

The following general position description for the ECA, EMT, EMT-I, EMT-P and LP is provided as a guide for advising those interested in understanding the qualifications, competencies and tasks required for emergency medical services certification. It is the ultimate responsibility of an employer to define specific job descriptions within each Emergency Medical Services (EMS) entity.

Qualifications

To qualify for EMS certification or licensure an individual must successfully complete a Texas Department of State Health Services approved course and achieve competency in each of the psychomotor skills. In addition the individual must achieve a passing score on the state written certification or licensure examination. EMS personnel must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. EMS personnel must have the ability to communicate verbally via telephone and radio equipment; ability to lift, carry and balance up to 125 pounds (250 pounds with assistance); ability to interpret written, oral and diagnostic form instructions; ability to use good judgment and remain calm in high-stress situations; ability to work effectively in an environment with loud noises and flashing lights; ability to function efficiently throughout an entire work shift; ability to calculate weight and volume ratios and read small print, both under life threatening time constraints; ability to read and understand English language manuals and road maps; ability to accurately discern street signs and address numbers; ability to interview patient, family members and bystanders; ability to document, in writing, all relevant information in prescribed format in light of legal ramifications of such; ability to converse in English with coworkers and hospital staff as to status of patient. EMS personnel should possess good manual dexterity, with ability to perform all tasks related to highest quality patient care. Ability to bend, stoop and crawl on uneven terrain and ability to withstand varied environmental conditions such as extreme heat, cold and moisture is vital. The ability to work in low light, confined spaces and other dangerous environments is required.

COMPETENCY AREAS

ECA – Emergency Care Attendant

The ECA must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the United States Department of Transportation ([DOT/First Responder curriculum](#)) and the Federal Emergency Management Administration (FEMA) document entitled “Recognizing and Identifying Hazardous Material,” and to include aids for resuscitation, blood pressure by

palpation and auscultation, oral suctioning, spinal immobilization, patient assessment and adult, child and infant CPR. Automated external defibrillation is a required skill.

EMT-Emergency Medical Technician

The EMT must demonstrate competency in handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the [DOT/EMT Basic curriculum](#). The course shall include at least 150 clock hours of classroom, laboratory, clinical and field instruction which shall include supervised experiences in the emergency department and with a licensed EMS provider and other settings as judged appropriate by the Program Director. In addition, the information contained in the FEMA document entitled "Recognizing and Identifying Hazardous Material" shall be part of the course curriculum to this course.

Description of Tasks:

Receives calls from dispatchers, responds appropriately to emergency calls, reads maps, may drive ambulances to emergency sites, uses the most expeditious route and observes traffic ordinances and regulations.

Determines nature and extent of illness or injury, takes pulse, blood pressure, visually observes changes in skin color, auscultates breath sounds, makes determination regarding patient status, establishes priority for emergency care, renders appropriate emergency care (based on competency level); may administer intravenous drugs or fluid replacement as directed by physician. May use equipment (based on competency level) such as but not limited to, defibrillator, electrocardiograph, performs endotracheal intubation to open airway and ventilate patient, inflates pneumatic anti-shock garment to improve patient's blood circulation or stabilize injuries.

Assists in lifting, carrying, and transporting patients to ambulance and on to a medical facility. Reassures patients and bystanders, avoids mishandling patients and undue haste, and searches for medical identification emblems to aid in care. Extricates patient from entrapment, assesses extent of injury, uses prescribed techniques and appliances, radios dispatcher for additional assistance or services, provides light rescue service if required, provides additional emergency care following established protocols.

Complies with regulations in handling deceased, notifies authorities, and arranges for protection of property and evidence at scene. Determines appropriate facility to which a patient will be transported, reports nature and extent of injuries or illness to the facility, asks for direction from the hospital physician or emergency department. Observes patients in route and administers care as directed by physician or emergency department or according to published protocol. Identifies diagnostic signs that require communication with the facility. And moves the patient into the emergency facility from the ambulance. Reports verbally and in writing concerning observations about the

patient, patient care at the scene and in route to facility, provides assistance to emergency staff as required.

Maintains familiarity with all specialized equipment. Replaces supplies, sends used supplies for sterilization, checks all equipment for future readiness, maintains ambulance in operable condition, ensures ambulance cleanliness and orderliness of equipment and supplies, decontaminates vehicle interior, determines vehicle readiness by checking oil, gasoline, water in battery and radiator and tire pressure.

Emergency Medical Technician (“EMT”) Program



Emergency Medical Services University, LLC Policies and Procedures

Section I: Program Responsibilities

- A. EMS University LLC (EMSU) shall establish, implement and annually review its policies to ensure that they are meeting the requirements every student needs to complete a successful program.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission or Registration Form specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability. Finally, students warrant and guarantee that they meet the requirements for entry to the program.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet the following requirements:
1. Current High School Diploma, Home School Diploma or General Education Degree;
 2. Must complete CPR class for Healthcare providers (See below).
 3. Pass the EMSU Reading Assessment Test or achieve the appropriate score on a comparable reading assessment examination to verify reading comprehension at the ninth grade level (see Table below):

Assessment	Score Range	Prerequisite Class(es)
EMSU Reading Assessment	Pass	None
EMSU Reading Assessment	Fail	May Retake Assessment
ACCUPLACER	70+	None
ASSET	39+	None
COMPASS	82+	None

3. Must have current shot records (See below).
4. Must meet minimum requirements to obtain certification from either the National Registry of Emergency Medical Technicians (NREMT) or Texas Department of State Health Services (TDSHS)
5. Must have clear criminal background check.

C. Miscellaneous Requirements:

1. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms.
 - a. Applicants under 21 years of age should be aware of the possible limitations of employment which might occur due to motor vehicle insurance restrictions. Certification and/or passing the course does not guarantee employment. EMSU will offer limited assistance on finding employment.
2. Applicants must pay the registration and tuition fees or decide for payments. All fee must be paid in full before the mid-term unless other arrangements has been made
3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation (Not Expiring within the next 6 months, taken with a LIVE instructor), demonstrated by one of the following:
 - a. EMS University CPR for the Healthcare Provider;
 - b. AHA Healthcare Provider certification;
 - c. ASHI CPR Pro;
 - d. American Red Cross Professional Rescuer CPR certification.
5. The applicant must demonstrate proficiency in reading at the 9th grade level. This will be verified through the presence of a High School Diploma, Home School Diploma, or GED.
6. Negative Drug Screening Test - not required prior to entry but may be required prior to externship participation.
7. Negative TB Test - not required prior to entry but required prior to externship participation - which may include either a PPD or chest X-ray with negative indication.
8. MMR vaccination or immunity – not required prior to entry, but required prior to externship participation;
9. Varicella vaccination or immunity – not required prior to entry, but required prior to externship participation;
10. Tetanus/Diphtheria vaccination within the last 10 years or immunity – not required prior to entry, but required prior to externship participation;
11. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;
12. Background Check (Texas Personal Review - Full #11FT12) - **not required prior to entry, but required prior to externship participation.** Completing

a background check can take 3-6+ weeks. Therefore, it is helpful to complete this step prior to entry into the program. The cost varies between \$20-75. You can schedule by visiting Identogo's website at <https://uenroll.identogo.com/workflows/11FT12> or calling Identogo at (844) 321-2124.

13. IMPORTANT: THE BACKGROUND CHECK YOU ARE GETTING FOR CLASS IS DIFFERENT FROM THE ONE REQUIRED TO BECOME AN EMT. YOU WILL NEED TO GET AN ADDITIONAL BACKGROUND CHECK AFTER THE COURSE IN ORDER TO GET CERTIFIED. **FOR OUR CLASS, USE SERVICE CODE 11FT12.**
14. ***NOTE: : IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS REQUIRED BY THE SCHEDULE DUE TO NOT OBTAINING A BACKGROUND CHECK OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.***

Section III: Student Attendance

- A. Emergency Medical Services University's EMT Course meets the national minimum 150 hours of instruction. 10 patient contacts are also required to successfully complete clinical rotations. Students unable to obtain the required patient contacts will be required to complete additional clinical hours, until the minimum number of patient contacts is achieved. Exceptions to this requirement may be granted at the discretion of the Course Coordinator and/or Medical Director; however, students will be required to obtain at least 10 patient contacts prior to course completion. Course hours are subject to change with appropriate notification to the student/applicant. This course shall meet and/or exceed the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician National Standard Curriculum guidelines and 2009 and the National EMS Education Standards.

Students shall be required to document 10 patient contacts at minimum. This requirement may be increased at the discretion of the Program Manager. This course shall meet and/or exceed the United States Department of Transportation, National Highway Transportation Safety Administration, the most current Emergency Medical Technician National Standard Curriculum guidelines and, the National EMS Education

Standards as well as meet Texas State Department of Health Services, education standards. Students are urged not to miss any days of class as there is a 150 minimum hour requirement in order to meet TDSHS Rules. Students not meeting at least 150 hours, will not be permitted to complete the course until hours are made up. Make up hours are permitted at the discretion of the Program Coordinator, Director or designee. Students who cannot meet minimum attendance requirements may be dismissed from the program and will not receive a refund of course fees.

- B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program and for making arrangements with individual instructors for work missed.
- C. Students are required to be on time and stay for the duration of class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of work missed as a result of being late for classes or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.
- D. EMSU allows leaves of absences under special circumstances based on the sole discretion of the Board of Advisors. In the event of an extended absence, a student may be dismissed from the program.

Section IV: Grading

- A. The EMT student is required to achieve an overall average minimum grade average and final examination score of 80% or greater in order to pass the course. This grade percentage may be increased at the discretion of the Program Director or designee with reasonable notice to the student. In all cases, a grade average of less than 80% will constitute unsatisfactory grades and shall result in failure/expulsion from this EMT Program.
- B. Students who do not achieve a grade of at least 80% on an examination (except for the final examination and midterm examinations) will be required to remediate. This percentage requirement may be increased at the discretion of the Program Coordinator or designee with reasonable notice to the student.
- C. Students who score lower than the minimum of 80% on 3 examinations may be dismissed from the program and will not receive a refund of any course fees.
- D. Grading requirements are subject to change by the Program Coordinator or designee at any time upon reasonable notice to the student. Reasonable notice includes, but is not limited to the initial course syllabus provided to the student on the first day of class.

Section V: Administration of Final Examinations

- A. The student is required to pass the course EMT final examination with a grade of 80% or higher in order to pass the course.
- B. This program follows the standards that are similar to the NREMT style of testing. "A student may not receive verbal or written assistance from any other individual or use notes, books, or documents of any kind as an aid in taking the examination," any student violating this provision will not be permitted to complete the exam or the course and will be given a not complete grade on that attempt.
- C. Students may get assistance according to the Special Needs and Disability Act of 2001
- D. EMS University, LLC will administer a final written examination and a final

comprehensive practical skills examination for the EMT course as per NREMT standards. This EMT Course final written examination will be closed book and shall: *a. Include 150 multiple-choice questions with one absolutely correct answer, one incorrect answer, and two distractors, neither of which is “all of the above” or “none of the above”; b. Cover the learning objectives of the course with representation from each of the course modules; and c. Require a passing score of 80% or better in no more than three attempts. A final comprehensive practical skills examination is required and shall: a. Evaluate a student’s technical proficiency; and d. Enable a student to meet NREMT registration requirements.* Successfully passing the NREMT examination is required for state certification.

E.

F. Any student that is still under the age of 18 will be given a course completion but will need to follow the guidelines or students under age 18, as established by the NREMT, available at: www.nremt.org.

Section VI: Student Conduct

- A. **Code of Conduct**- Students are required to follow standards of conduct that are typical of the working world. Students may be placed on probation, suspended or terminated for violation of the school’s personal conduct standards. Violations include dishonesty, theft, unprofessional conduct, use of profanity, possession of firearms or weapons, cheating, dangerous or potentially harmful treatments not authorized by preceptor, insubordination, noncompliance with safety rules, use of or being under the influence of alcohol or illegal drugs on school or clinical property, and vandalism of school property or equipment.
- B. **Cheating** – Students are expected not to cheat and to conduct themselves during class without unfair advantage over other students. Those caught cheating may be penalized. Penalty for such infractions may include all available measures up to and including expulsion from the program. For purposes of this section, suggesting to instructors or other students to cheat shall be considered cheating. By signing this agreement, students shall agree to the above definition.

Section VII: Media Release

- A. **Purpose** - The purpose of a media release is to enable EMSU to demonstrate to other students and prospective students, skills and activities which EMS providers might benefit by their production.
- B. **Consent** - I hereby release, indemnify, and agree to hold harmless EMSU for the utilization of media materials for any purpose related to marketing or otherwise displaying without remuneration or compensation. All marketing materials as identified above become the property of EMSU.

Section VIII: Student Records

- A. **Student Records** - EMS University, LLC maintains accurate and confidential student records. Students have access to their educational records in accordance with the law. Student records, with certain exceptions, will not be released without prior consent of the student. Students have the right to review and question the content of their educational records. If there are any questions as to the accuracy or appropriateness of the records, an opportunity for a review of the records may be scheduled with administrative staff as necessary.
- B. **Medical Records** - EMSU shall keep accurate and confidential student medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, the department requires that all students and staff will comply with HIPAA and follow regulations regarding protected health information when handling any medical records. The same policies and procedures which govern student records shall apply to student medical records for the EMSU EMT Course.
- C. **Federal and State Regulations** – EMSU complies with state and federal regulations governing confidentiality, privacy and security.

Section IX: Notification Requirements

- A. **Physician's Statement** - Students with a health or physical problem may be asked to obtain a physician's statement, at the student's cost, that the condition will not be aggravated by or endanger clients/patients associated with the student in required coursework.
- B. **Physical Activity Requirements** – The EMT student shall have the ability to lift and move as well as take physical action similar to that of an EMT in the EMS field on an ambulance. Because this program is designed for those who may eventually be seeking employment as an EMT, the student shall be required to have the ability to perform his/her tasks while in class and in the externship setting. Specifically, this will include and is not limited to the following: lifting patients on a stretcher with limited help, lifting objects using proper lifting techniques, moving objects and patients to and from the ground, moving patients down stairs and stairwells, twisting, bending and other movements required in the EMS field as occurs by EMS professionals. The student hereby certifies that he/she has such abilities as described herein and understands further that it is his/her responsibility to investigate these matters to fully understand what is required prior to this information being provided in the EMT course as to prevent problems which might occur. EMS University shall make reasonable accommodations upon the student requests made within a reasonable time period in accordance with applicable law.

- C. **Disability** – Prior to or upon the start date of the course, the EMT student shall provide EMS University, LLC with reasonable notice for any reasonable requests to be made via written notice to accommodate for disability. If disability occurs while the student is taking the course, the student shall provide EMSU with reasonable notice within a reasonable amount of time.

Section X: Indemnification & Limitation of Liability

To the fullest extent permitted by law, you agree to defend, indemnify and hold harmless EMS University, LLC from and against any and all claims, charges, demands, damages, losses, expenses, and liabilities of whatever nature and howsoever arising (including, but not limited to, any legal or other professional fees and the costs of defending or prosecuting any claim), incurred or suffered by EMS University, LLC directly or indirectly.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER EMSU NOR ANYONE ELSE WHO HAS BEEN INVOLVED ON BEHALF OF EMSU IN THE CREATION, PRODUCTION OR DELIVERY OF A COURSE OR ANY SERVICES PROVIDED IN CONNECTION THEREWITH, SHALL BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGE FOR LOSS OF BUSINESS PROFIT, BUSINESS INTERRUPTION, LOSS OF DATA, AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE COURSE, EVEN IF EMSU HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL EMSU OR ITS LICENSORS OR SUPPLIER'S TOTAL CUMULATIVE LIABILITY FOR LOSS OR DAMAGE UNDER THIS AGREEMENT EXCEED THE AMOUNT OF FEES PAID BY YOU FOR THE COURSE(S).

Detrimental Reliance - If you rely on this agreement to your detriment, and if it is found that damages exist under this agreement, you are only entitled to no more than amount you paid for the course.

Responsibility - You agree that your certification is your sole responsibility. This means that you are solely responsible and provide warranty to EMSU that you meet the criteria to register for the course(s) you choose to register for and that EMSU cannot be held responsible for any oversight, negligence or breach of duty and/or due diligence in this respect.

Limitation of Liability & Insurance – EMS University, LLC STRONGLY recommends that you obtain and maintain adequate health insurance coverage, professional and general liability insurance during the course in order to mitigate the potential for any damages to you and in order for you to adequately care for any unforeseen medical conditions or injuries occurring during the course.

Additionally, you agree to indemnify and hold harmless EMS University, LLC for any injury or illness which you may sustain while completing clinical and vehicular assignments at places to include, but not limited to hospitals, clinics, inside ambulances

and fire trucks, on medical and traumatic scenes, and other foreseeable places wherein injury may occur.

Section XI: Integration

You agree to be bound and this agreement is integrated into the Course Syllabus, Policies and Procedures, and registration terms available at www.sanantonioemt.com/terms. This is a complete integration, meaning that no prior oral agreement shall be binding upon these written/electronic agreements.

Section XII: Severability

If for any reason a court of competent jurisdiction finds any provision of this Agreement, or portion thereof, to be unenforceable, that provision of the Agreement shall be enforced to the maximum extent permissible so as to affect the intent of the parties, and the remainder of this Agreement shall continue in full force and effect. If there is a conflict in the written instruments, this instrument shall prevail.

Section XIII: Choice of Law and Forum

This Agreement shall be governed by the laws of the State of Arizona without regard to that body of law known as conflicts of law, and excluding the United Nations Convention on Contracts for the Sale of Goods. You agree that any dispute arising under this Agreement shall be brought solely and exclusively in a court of competent jurisdiction located in the state of Arizona, USA, and agree to submit to personal jurisdiction in the State of Arizona for that purpose.

Section XIV: EMS University Standard Operating Guidelines

You hereby agree to be bound to EMS University Standard Operating Guidelines which shall be available upon written request to administrative staff upon reasonable notice at any time and shall be provided within a reasonable time to the student.

SIGNATURE PAGE

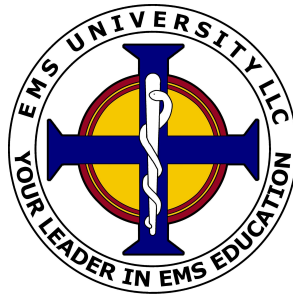
Student Name: _____

Signature: _____

Date: _____

By my signature of this document, I hereby affirm that I understand the above requirements and shall comply with them as a condition of my enrollment in the EMSU EMT Course. After signing this page all agreements and financial responsibilities are non-negotiable

Emergency Medical Technician (“NREMT”) Refresher Program



NREMT Refresher Program Disclosure Statements

Emergency Medical Services University, LLC

Section I: Program Responsibilities

- A. EMS University shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined in Texas Administrative Code, Sections 157.34 & 157.38.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet one of following requirements:
 - 1. Current EMT or higher level certification in Texas or certification, recertification, or licensure at the basic emergency medical technician level or higher level in any other state or jurisdiction.
 - 2. Current EMT or higher level registration.

3. Being required by NREMT to complete the Texas EMT refresher to become eligible to seek NREMT registration

C. Miscellaneous Requirements:

1. The applicant must be eighteen years of age or older at the time he or she starts his or her program of study.
2. Applicants must pay the registration fee.
3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation.

Section III: Course Information

A. Course Content

Chapter One: Preparatory

➤ **Introduction to Emergency Medical Care**

Familiarizes the EMT candidate with the introductory aspects of emergency medical care. Topics covered include the Emergency Medical Services system, roles and responsibilities of the EMT, quality improvement, and medical direction.

➤ **Well-Being of the EMT**

Covers the emotional aspects of emergency care, stress management, introduction to Critical Incident Stress Debriefing (CISD), scene safety, body substance isolation (BSI), personal protection equipment (PPE), and safety precautions that can be taken prior to performing the role of an EMT.

➤ **Medical/Legal and Ethical Issues**

Explores the scope of practice, ethical responsibilities, advance directives, consent, refusals, abandonment, negligence, duty to act, confidentiality, and special situations such as organ donors and crime scenes. Medical/legal and ethical issues are vital elements of the EMT's daily life.

➤ **The Human Body**

Enhances the EMT's knowledge of the human body. A brief overview of body systems, anatomy, physiology and topographic anatomy will be given in this session.

➤ **Baseline Vital Signs and SAMPLE History**

Teaches assessing and recording of a patient's vital signs and a SAMPLE history.

➤ **Lifting and Moving Patients**

Provides students with knowledge of body mechanics, lifting and carrying techniques, principles of moving patients, and an overview of equipment. Practical skills of lifting and moving will also be developed during this lesson.

➤ **Evaluation: Preparatory Module**

Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

Chapter Two: Airway

➤ **Airway**

Teaches airway anatomy and physiology, how to maintain an open airway, pulmonary resuscitation, variations for infants and children and patients with laryngectomies. The use of airways, suction equipment, oxygen equipment and delivery systems, and resuscitation devices will be discussed in this lesson.

➤ **Practical Skills Lab: Airway**

Provides supervised practice for students to develop the psychomotor skills of airway care. The use of airways, suction equipment, oxygen equipment and delivery systems, and resuscitation devices will be included in this lesson.

➤ **Evaluation: Airway Module**

Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

Chapter Three: Patient Assessment

➤ **Scene Size-Up**

Enhance the EMT's ability to evaluate a scene for potential hazards, determine by the number of patients if additional help is necessary, and evaluate mechanism of injury or nature of illness.

➤ **Initial Assessment**

Provides the knowledge and skills to properly perform the initial assessment. In this session, the student will learn about forming a general impression, determining responsiveness, assessment of the airway, breathing and circulation. Students will also discuss how to determine priorities of patient care.

➤ **Focused History and Physical Exam – Trauma Patients**

Describes and demonstrates the method of assessing patients' traumatic injuries. A rapid approach to the trauma patient will be the focus of this lesson.

➤ **Focused History and Physical Exam – Medical Patients**

Describes and demonstrates the method of assessing patients with medical complaints or signs and symptoms. This lesson will also serve as an introduction to the care of the medical patient.

➤ **Detailed Physical Exam**

Teaches the knowledge and skills required to continue the assessment and treatment of the patient.

➤ **On-Going Assessment**

Stresses the importance of trending, recording changes in the patient's condition, and reassessment of interventions to assure appropriate care.

➤ **Communications**

Discusses the components of a communication system, radio communications, communication with medical direction, verbal communication, interpersonal communication, and quality improvement.

➤ **Documentation**

Assists the EMT in understanding the components of the written report, special considerations regarding patient refusal, the legal implications of the report, and special reporting situations. Reports are an important aspect of pre-hospital care. This skill will be integrated into all student practices.

➤ **Practical Skills Lab: Patient Assessment**

Integrates the knowledge and skills learned thus far to assure that the student has the knowledge and skills of assessment necessary to continue with the management of patients with medical complaints and traumatic injuries.

➤ **Evaluation: Patient Assessment Module**

Conduct written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

Chapter Four: Medical/Behavioral & Obstetrics/Gynecology

➤ **General Pharmacology**

Provides the student with a basic knowledge of pharmacology, providing a foundation for the administration of medications given by the EMT and those used to assist a patient with self-administration.

➤ **Respiratory Emergencies**

Reviews components of the lesson on respiratory anatomy and physiology. It will also provide instruction on assessment of respiratory difficulty and emergency medical care of respiratory problems, and the administration of prescribed inhalers.

➤ **Cardiovascular Emergencies**

Reviews of the cardiovascular system, an introduction to the signs and symptoms of cardiovascular disease, administration of a patient's prescribed nitroglycerin, and use of the automated external defibrillator.

➤ **Diabetes/Altered Mental Status**

Reviews of the signs and symptoms of altered level of consciousness, the emergency medical care of a patient with signs and symptoms of altered mental status and a history of diabetes, and the administration of oral glucose.

➤ **Allergies**

Teaches the student to recognize the signs and symptoms of an allergic reaction, and to assist the patient with a prescribed epinephrine auto-injector.

➤ **Poisoning/Overdose**

Teaches the student to recognize the signs and symptoms of poisoning and overdose. Information on the administration of activated charcoal is also included in this section.

➤ **Environmental Emergencies**

Covers recognizing the signs and symptoms of heat and cold exposure, as well as the emergency medical care of these conditions. Information on aquatic emergencies and bites and stings will also be included in this lesson.

➤ **Behavioral Emergencies**

Develops the student's awareness of behavioral emergencies and the management of the disturbed patient. Restraining the combative patient will also be taught in this lesson.

➤ **Obstetrics/Gynecology**

Reviews the anatomical and physiological changes that occur during pregnancy, demonstrate normal and abnormal deliveries, summarize signs and symptoms of common gynecological emergencies, and neonatal resuscitation.

➤ **Practical Skills Lab: Medical/Behavioral Emergencies and Obstetrics/Gynecology**

Draws on the knowledge and skills learned thus far in this practical lab. Students will be given the opportunity to assess and treat a variety of patients with various medical complaints.

➤ **Evaluation: Medical/Behavioral Emergencies and Obstetrics/Gynecology**

Conducts a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

Chapter Five: Trauma

➤ **Bleeding and Shock**

Reviews the cardiovascular system, describes the care of the patient with internal and external bleeding, signs and symptoms of shock (hypoperfusion), and the emergency medical care of shock (hypoperfusion).

➤ **Soft Tissue Injuries**

Continues with the information taught in Bleeding and Shock, discussing the anatomy of the skin and the management of soft tissue injuries and the management of burns. Techniques of dressing and bandaging wounds will also be taught in this lesson.

➤ **Musculoskeletal Care**

Reviews of the musculoskeletal system before recognition of signs and symptoms of a painful, swollen, deformed extremity and splinting are taught in this section.

➤ **Injuries to the Head and Spine**

Reviews the anatomy of the nervous system and the skeletal system. Injuries to the spine and head, including mechanism of injury, signs and symptoms of injury, and assessment. Emergency medical care, including the use of cervical immobilization devices and short and long back boards will also be discussed and demonstrated by the instructor and students. Other topics include helmet removal and infant and child considerations.

➤ **Practical Skills Lab: Trauma**

Provides practice of the assessment and management of patients with traumatic injuries.

➤ **Evaluation: Trauma Module**

Conducts a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

Chapter Six: Infants & Children

➤ **Infants and Children**

Presents information concerning the developmental and anatomical differences in infants and children, discuss common medical and trauma situations, and also covered are infants children dependent on special technology. Dealing with an ill or injured infant or child patient has always been a challenge for EMS providers.

➤ **Practical Skills Lab: Infants and Children**

Provides the EMT student with the opportunity to interact with infants and children, and to practice the knowledge and skills learned thus far concerning this special population.

➤ **Evaluation: Infants and Children**

Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

- B. **Course Hours** – Generally speaking, course hours shall be from 8AM to 5PM with a 1 (one) hour break for lunch on Friday, Saturday and Sunday, thus meeting the 24 hour educational requirement for EMT Refresher. Course Hours are subject to change with appropriate notification to the student/applicant.
- C. **Course Fees** – The cost of tuition and fees for the EMT Refresher course is \$215 per student per course. The cost of the course is non-transferrable and subject to change with appropriate notification to the student/applicant.
- D. **Course Completion** - The EMT Refresher student is required to achieve an overall average minimum grade average and final examination score of 75% or greater in order to pass the course. A grade average of less than 75% will constitute unsatisfactory grades and shall result in failure/expulsion from this EMT Refresher Program.

Section IV: Required EMT Books, Equipment and Supplies

- A. Books, equipment and supplies necessary for the student to take the EMT-B course are included in the student's tuition.

Section V: Notification Requirements

- A. **Physician's Statement** - Students with a health or physical problem may be asked to obtain a physician's statement, at the student's cost, that the condition will not be aggravated by or endanger clients/patients associated with the student in required coursework.
- B. **Physical Activity Requirements** - EMS University, LLC EMT Refresher students shall have strength and motor coordination required to stand and walk for sustained periods of time; to reach and handle equipment in confined spaces; to move, lift, and transfer patients/objects in excess of 50 lbs to and from a stretcher and other places in a manner similar to an EMS professional.



NREMT Refresher Program Policies and Procedures

Emergency Medical Services University, LLC

Section I: Program Responsibilities

- A. EMS University shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined in Texas Administrative Code, Sections 157.34 & 157.38.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet one of following requirements:
1. Current EMT or higher level certification in Texas or certification, recertification, or licensure at the basic emergency medical technician level or higher level in any other state or jurisdiction.
 2. Current NREMT or higher level registration.
 3. Being required by NREMT to complete the Texas EMT refresher to become eligible to seek NREMT registration
- C. **Miscellaneous Requirements:**
1. The applicant must be eighteen years of age or older at the time he or she starts his or her program of study.
 2. Applicants must pay the registration fee.

3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation.

Section III: Student Attendance

- A. The EMS University, LLC EMT Refresher Course consists of a total of 24 clock hours. This course shall meet and/or exceed the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician-Basic Refresher National Standard Curriculum (1996) in the number of cumulative hours and specific hours required for each module. A student is not permitted to be absent from the course. If a student cannot meet the minimum attendance requirements, at the discretion of the program director or designee, a student missing a lesson may demonstrate the fulfillment of all skills and knowledge covered in the missed lesson.
- B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program and for making arrangements with individual instructors for work missed.
- C. Students are required to be on time and stay for the duration of class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of work missed as a result of being late for classes or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.
- D. EMS University, LLC does not allow any leaves of absences. In the event of an extended absence, a student may be dismissed from the program.

Section IV: Grading

- A. The EMT Refresher student is required to achieve an overall average minimum grade average and final examination score of 75% or greater in order to pass the course. A grade average of less than 75% will constitute unsatisfactory grades and shall result in failure/expulsion from this EMT Refresher Program. Students who fail may repeat the course, but may also incur additional charges as a result.

Section V: Administration of Final Examinations

- A. The student is required to pass the course final EMT Refresher final with a grade of 75% or higher in order to pass the course.
- B. A student may not receive verbal or written assistance from any other individual or use notes, books, or documents of any kind as an aid in taking the

examination,” any student violating this provision will not be permitted to complete the exam or the course.

- C. EMS University, LLC will administer a final written/electronic examination and a final comprehensive practical skills examination for the NREMT Refresher course. This NREMT Refresher Course final written examination will be closed book and shall: *a. Include 150 multiple-choice questions with one absolutely correct answer, one incorrect answer, and two distractors, neither of which is “all of the above” or “none of the above”; b. Cover the learning objectives of the course with representation from each of the course modules; and c. Require a passing score of 75% or better in no more than three attempts. A final comprehensive practical skills examination is required and shall: a. Evaluate a student’s technical proficiency; and d. Enable a student to meet NREMT c registration requirements.* Successfully passing the NREMT examination is required for state certification.
- D. The student must be at least 18 years of age to take the NREMT Course Final Examination.

Section VI: Student Conduct

- A. **Code of Conduct-** Students may be placed on probation, suspended or terminated for violation of the school’s personal conduct standards. Violations include dishonesty, theft, unprofessional conduct, use of profanity, possession of firearms or weapons, cheating, insubordination, noncompliance with safety rules, use of or being under the influence of alcohol or illegal drugs on school property, and vandalism of school property or equipment.
- B. **Cheating** – Students are expected not to cheat and to conduct themselves during class without unfair advantage over other students. Those caught cheating may be penalized. Penalty for such infraction may include all available measures up to and including expulsion from the program. For purposes of this section, suggesting to instructors or other students to cheat shall be considered cheating. By signing this agreement, students shall agree to the above definition.

Section VII: Media Release

- A. **Purpose** - The purpose of a media release is to enable EMS University to demonstrate to other students and prospective students, skills and activities which EMS providers might benefit by their production.
- B. **Consent** - I hereby release, indemnify, and agree to hold harmless, EMS University, LLC for the utilization of media materials for any purpose related to marketing or otherwise displaying without remuneration or compensation. All

marketing materials as identified above become the property of EMS University, LLC.

Section VIII: Student Records

- A. **Student Records** - EMS University, LLC maintains accurate and confidential student records. Students have access to their educational records in accordance with the law. Student records, with certain exceptions, will not be released without prior consent of the student. Students have the right to review and question the content of their educational records. If there are any questions as to the accuracy or appropriateness of the records, an opportunity for a review of the records may be scheduled with administrative staff as necessary. Student files will be kept on record for 5 years before they are archived.

- B. **Medical Records** - EMS University, LLC shall keep accurate and confidential student medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, the department requires that all students and staff will comply with HIPAA and follow regulations regarding protected health information when handling any medical records. The same policies and procedures which govern student records shall apply to student medical records for the EMS University, LLC EMT Refresher Course.

EMS Course Descriptions

EMS 202: Emergency Medical Technician

Prerequisites: CPR 201 or Equivalent, Other Requirements Apply. See Program For Specific Details.

EMT Course consists of a minimum of 176 hours. Specifically, this is a total of 128 hours of classroom instruction and 8 hours of skills testing. 40 hours of clinical/vehicular externship rotations are also required. Course hours are subject to change with appropriate notification to the student/applicant. This course shall meet and/or exceed the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician National Standard Curriculum guidelines and 2009, the National EMS Education Standards as well as meet Texas Department of Health Services, Bureau of EMS education standards.

Clock Hours: 176

EMS 203: NREMT Refresher

Co-Requisites: CPR Certification

Prerequisites: Previous, Current, Expired or Desired EMT Certification

This CAPCE approved course follows the U.S. Department of Transportation (DOT) National Standard Curriculum for Emergency Medical Technician – Basic Refresher.

Students are trained according to the standards outlined above. Students who successfully pass the course, will be presented with a certificate outlining the applicable topic areas. This course can be used towards recertification as an EMT/EMT-Basic for National Registry of Emergency Medical Technicians (NREMT).

Clock Hours: 24

EMS 205: Advanced Cardiac Life Support

Prerequisites: None

This course is adapted from ASHI. Upon successful completion, the student receive ASHI ACLS Certification. American Safety & Health Institute's Advanced Cardiac Life Support (ACLS) program was created to train emergency personnel to recognize cardiopulmonary emergencies (including cardiac arrest and peri-arrest conditions) and other medical conditions that require rapid initial emergency care. Program covers the initial actions of an emergency response team, evaluating airway management, dysrhythmia recognition, electrical interventions, and pharmacologic interventions. (Description taken from ASHI's website: http://www.hsi.com/Portals/22308/docs/HSI8118-ASHI-ACLS_Spec_Press.pdf).

Course Hours: 8-16 (Depending on Format)

EMS 207: Pediatric Advanced Life Support

Prerequisites: None

This course is adapted from ASHI. Upon successful completion, the student receive ASHI PALS Certification. ASHI PALS is intended for emergency personnel in intensive care or critical care departments and emergency medical providers. The overall goal of the ASHI PALS Course is to provide healthcare professionals with didactic and psychomotor skills training in the recognition and treatment of conditions that may lead to

cardiopulmonary arrest in an infant or child. ASHI PALS incorporates both pre-hospital and hospital management of pediatric emergencies and reflects the 2010 guidelines for CPR and emergency cardiovascular care. (Description taken from ASHI's website: <http://www.hsi.com/ashi/pals/>).

Course Hours: 8-16 (Depending on Format)

EMS 210: EMS Instructional Strategies

Prerequisites: Current or Previous EMS Provider, RN or Physician.

This 40 Hour EMS Instructional Strategies course is designed for the entry level EMS Instructor prior to formal instruction in an Emergency Medical Services educational program. This course is based on the 2002 National Guidelines For Educating EMS Instructors, which is a consortium of guidelines from the National Association of EMS Educators, the U.S. Department of Transportation, and the U.S. Department of Health and Human Services. Successful completion of this course shall entitle the student to EMS Instructor certification.

Course Hours: 40

EMS 211: EMS Preceptor

Prerequisites: Current or Previous EMS Provider, RN or Physician

Students within an Emergency Medical Services training program are required to complete a number of clinical and/or vehicular hours of training in order to become certified and/or licenced provider. This course is designed to provide preceptors with the information and tools necessary for the EMS student to be successful in their clinical and/or vehicular training experience.

Course Hours: 1

Signature Page

Student Name: _____

Signature: _____

Date: _____

By my signature of this document, I hereby affirm that I understand the above, agree to be bound to the requirements, and shall comply with them as a condition of my enrollment with EMS University, LLC.