Title 1 - Administration

Chapter 1: Table of Contents
Chapter 2: Numbering System
Chapter 3: Mission Statement
Chapter 4: Long-Term Plan

Section 1: Needs Assessment

Chapter 5. Organizational Structure
Chapter 6. Job Descriptions

Section 1: BLS Instructor
Section 2: EMS Skills Examiner (Basic)
Section 3: EMS Skills Examiner (Advanced)
Section 4: EMS Assistant Instructor (Basic)
Section 5: EMS Skills Coordinator
Section 6: EMS Instructor (Basic)
Section 7: EMT Program Manager
Section 8: EMS Clinical Coordinator
Section 9: Paramedic Program Manager
Section 10: Administrative Director
Section 11: BLS Program Director
Section 12: EMS Program Director
Section 13: CEO
Section 14: Administrative Lead
Section 15: Administrative Assistant
Section 16: Medical Director

Chapter 7. Health, Safety, & Sanitation
Chapter 8. Meetings
Chapter 9. Program Committee

Section 1: Charter
Section 2: Procedure
Section 3: Members

Chapter 10. State/Local Regulatory Bodies
Chapter 11. Accreditation Bodies
Title 2 - Human Resources

Chapter 1: Hiring Process
   Section 1: Employee Pay Rates
   Section 2: Phoenix EMS Employee Pay Rates
   Section 3: Tucson EMS Employee Pay Rates

Chapter 2: Employment Agreements
Chapter 3: Employee Rights & Responsibilities
Chapter 4: Employee Discipline
Chapter 5: Employee Benefits
Chapter 6: Employee Code of Conduct

Title 3 - Marketing

Chapter 1: Marketing Materials & Practices

Title 4 - Education

Chapter 1: Didactic Instruction (Instructor Guide)
   Section 1: Evaluation Forms
   Section 2: Examination Items

Chapter 2: Clinical Externships
   Section 1: Evaluation Forms

Chapter 3: Field Externships
   Section 1: Evaluation Forms
Title V - Technology

Chapter 1: Traditional Courses

Chapter 2: Asynchronous Courses

Chapter 3: Online Courses

Title 6 - Equipment

Chapter 1: Equipment Use & Replacement
Chapter 2: Equipment Order Request Form
Chapter 3: Facility Cleaning Checklist

Title 7 - Student Policies

Chapter 1: General Admissions Standards
Chapter 2: Student Code of Conduct
Chapter 3: Students with Disabilities
Chapter 4: FERPA?
Chapter 5: Attendance
Chapter 6: Withdrawal/Drop Policy
Chapter 7: Refund Policy
  Section 1: Refund Policy Form
Chapter 8: Examinations
  Section 1: Examinations & Item Writing Process
  Section 2: Student Examinations
Chapter 9: Academic Dishonesty
Chapter 10: Discipline & Dismissal
  Section 1: Documentation of Disciplinary Action
Chapter 11: Student Grievance
  Section 1: Examination Challenge Policy
Chapter 12: Installment Agreement
  Section 1: Installment Agreement Form

Title 8 – Education Department

Chapter 1: Basic Life Support
Chapter 2: Emergency Medical Services (EMS)

Subchapter A: Pre-EMS Programs & Course Offerings
Subchapter B: Emergency Medical Responder (EMR)

Section 1: Program Description
Section 2: Admission Requirements

Subchapter C: Emergency Medical Technician (EMT)

Section 1: Arizona EMT Program Description
Section 2: Arizona EMT Program Admission Requirements
Section 3: Arizona Program Policies & Procedures
Section 4: Arizona Disclosure Statements

Subchapter D: Emergency Medical Technician – Advanced

Section 1: Program Description
Section 2: Admission Requirements
Section 3: Program Specific Policies

Subchapter E: Paramedic

Section 1: Program Description
Section 2: Admission Requirements
Section 3: Program Specific Policies

Subchapter F: EMT Refresher

Section 1: Program Description
Section 2: Admission Requirements
Section 3: Program Specific Policies

Article 1: Refund Policy
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.
A. Purpose – Needs assessment activities occur on a quarterly basis and as needed to ensure the achievement of goals and to identify and address weaknesses within the organization.

B. Assessment in General – EMS University uses the following methods to assess areas of strengths and weaknesses for implementation at the Macro and Micro Levels for ongoing needs assessments:

1. Student Evaluations;
2. Informal Student Interviews;
3. On-Site Suggestion Box;
4. Online Suggestion Box;
5. Evaluation of Instructor;
6. Evaluation of Preceptor and Externship Site;
7. Externship Site and Preceptor Evaluation of Student;
8. Checklists;
9. Quarterly Meetings;
10. Special Meetings (Focus Groups);
11. Informal Employee Interviews.

C. Perceived Needs – These needs are easily identified using the following methods:

1. Interaction with students, interaction of employees with one another, meetings and interviews;
2. Checklists;
3. Any other reasonable method(s).

D. Unperceived Needs – EMS University will use the following methods to identify unperceived needs:

1. Evaluations;
2. Anonymous feedback solicited online or on-site;
3. Informal interviews;
4. Any other reasonable method(s) which might not be known.
E. Macro Level – At the greatest degree, EMS University will meet on a quarterly basis to discuss overall organizational efficiency as described above and will use the following needs assessment process:

1. Identify Goals and Weaknesses;
2. Collect Data on Goals and Weaknesses;
3. Provide Data to Group – Current Situation;
4. Identify Desired Results;
5. Make a Path from Current Situation to Desired Results;
6. Execute Path.

F. Micro Level – From time to time, EMS University will meet on a non-regular schedule to address important goals and weaknesses. These goals and weaknesses will be measured using the same criterion above.

G. Goals of Needs Assessment – The overall goals of needs assessments are to improve the quality of EMS University operations to ensure adherence to its mission and progress.
A. **Purpose** – Evaluations are key to ensuring successful operations within the organization. EMS University will use evaluations to make revisions to its programs and operations through evaluation review and implementation, either informally or through a formal committee process.

B. **Process** – As identified in EMS University Needs Assessment, the organization shall use a variety of methods to obtain information from evaluations. These evaluations may be acted upon informally by the Program Director or designee. Additionally, this information shall be brought to committee for discussion and voted upon. Evaluations are regularly reviewed during committee meetings, therefore, all evaluations shall be addressed at the committee level. Any informal decisions made prior to the committee meeting shall be discussed by the committee.
A. The organizational structure of EMS University shall be as the following flow-chart shows below:
Department: Education  
Supervisor: BLS Program Director

Supervises: N/A

Purpose
The instructor’s job is to ensure that as many students successfully complete their course as is possible while at the same time strictly adhering to policy, guidelines and regulations. The instructor is an integral part of the EMS University team and responsible for ensuring student success.

Our company is looking for an individual to teach CPR, First Aid, and Bloodborne Pathogens classes to both groups and individuals.

Qualifications: Individual must be friendly and have good communication skills. Must have good speaking skills and feel comfortable speaking in front of large groups, be easy to work with, willing to learn, and have good morals.

Duties and Responsibilities
- Ensures efficiency and strict adherence to the daily schedule;
- Prepares and carries out lesson plans and other student activities
- Teaches students using a variety of techniques including, but not limited to: didactic lecture, practical demonstration, monitoring of group activities as well as evaluation;
- Collects, reviews and assesses student work;
- Coordinates activities with other personnel to ensure student success;
- Finds, evaluates, and addresses deficiencies which may occur during class;
- Evaluates student performance during the course on a continual basis;
- Enters grades appropriately;
- Ensures accurate reporting;
- Ensures complete reporting;
- Takes attendance;
- Reports passing and failing grades;
- Ensures fair and honest reporting of student evaluations;
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
- Keeps information confidential as per guidelines.
- Attendance of regular and/or special instructor meetings;
EMS University
EMS Instructor (Basic) 6-101

- Attendance of regular and/or special instructor training;
- Other duties as assigned.

QUALIFICATIONS

Education
- One of the following:
  - Current State EMT Certification
  - Current State Advanced EMT Certification
  - Current State Paramedic Certification
  - Registered Nurse
- Preferred Criterion (Not Required)
  - EMS Instructional Strategies Course
  - Bachelor’s Degree
  - NREMT Certification

Skills
- Clear, legible handwriting;
- A thorough understanding of EMS training equipment.

Experience
- One of the following:
  - 2 Years of Experience as an EMT
  - 2 Years of Experience as an Advanced EMT
  - 2 Years of Experience as a Paramedic

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
By your signature of this document, you agree to adhere to the description of this job. You hereby agree and affirm understanding and accept the stated requirements.

_______________________     ______________________________     ______________
EMPLOYEE NAME        EMPLOYEE SIGNATURE                DATE
Department: Education
Supervisor: EMS Coordinator

Purpose
The purpose of this position is to evaluate EMT students during practical skills examinations and to assist the EMS Coordinator as required by state and national guidelines/regulations.

Duties and Responsibilities
- Evaluates student performance during practical evaluations;
- Ensures accurate reporting;
- Ensures complete reporting;
- Assists the EMS Coordinator with setting up practical evaluation stations;
- Assists the EMS Coordinator as assigned by the EMS Coordinator;
- Reports passes and failures to the EMS Coordinator;
- Ensures fair and honest reporting of student evaluation;
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
- Keeps information confidential as per guidelines.

QUALIFICATIONS

Education
- One of the following:
  - Current State EMT Certification
  - Current State Advanced EMT Certification
  - Current State Paramedic Certification
- Preferred Criterion
  - 24 Hour EMS Instructional Strategies Certificate (must be obtained within 3 months of hire)
  - Associates Degree
  - NREMT Certification

Skills
- Clear, legible handwriting;
- A thorough understanding of EMS training equipment.
Experience
  ➢ One of the following:
    o 2 Years of Experience as an EMT
    o 2 Years of Experience as an Advanced EMT
    o 2 Years of Experience as a Paramedic

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
**Department:** Education  
**Supervisor:** EMS Coordinator

**Purpose**  
The purpose of this position is to evaluate EMT students during practical skills examinations and to assist the EMS Coordinator as required by state and national guidelines/regulations.

**Duties and Responsibilities**
- Evaluates student performance during practical evaluations;  
- Ensures accurate reporting;  
- Ensures complete reporting;  
- Assists the EMS Coordinator with setting up practical evaluation stations;  
- Assists the EMS Coordinator as assigned by the EMS Coordinator;  
- Reports passes and failures to the EMS Coordinator;  
- Ensures fair and honest reporting of student evaluation;  
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;  
- Keeps information confidential as per guidelines.

**QUALIFICATIONS**

**Education**
- One of the following:  
  - Current State Paramedic Certification  
- Preferred Criterion  
  - 24 Hour EMS Instructional Strategies Certificate (must be obtained within 3 months of hire)  
  - Associates Degree  
  - NREMT Certification

**Skills**
- Clear, legible handwriting;  
- A thorough understanding of EMS training equipment.
Experience
The EMS Skills Examiner (Advanced) must have at least 2 Years of Experience as a Paramedic.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Purpose
The instructor’s job is to ensure that as many students successfully complete their course as is possible while at the same time strictly adhering to policy, guidelines and regulations. The instructor is an integral part of the EMS University team and responsible for ensuring student success.

Duties and Responsibilities

- Ensures efficiency and strict adherence to the daily schedule;
- Prepares and carries out lesson plans and other student activities
- Teaches students using a variety of techniques including, but not limited to: didactic lecture, practical demonstration, monitoring of group activities as well as evaluation;
- Collects, reviews and assesses student work;
- Coordinates activities with other personnel to ensure student success;
- Finds, evaluates, and addresses deficiencies which may occur during class;
- Evaluates student performance during the course on a continual basis;
- Enters grades appropriately;
- Ensures accurate reporting;
- Ensures complete reporting;
- Takes attendance;
- Reports passing and failing grades to the EMS Program Director;
- Reports passing and failing grades to students.
- Ensures fair and honest reporting of student evaluations;
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
- Keeps information confidential as per guidelines.
- Attendance of regular monthly and/or special instructor meetings;
- Attendance of regular monthly and/or special instructor training;
- Other duties as assigned.
QUALIFICATIONS

Education
➢ One of the following:
  o Current State EMT Certification
  o Current State Advanced EMT Certification
  o Current State Paramedic Certification
  o 24 Hour EMS Instructional Strategies Certificate
➢ Preferred Criterion
  o Bachelor’s Degree
  o NREMT Certification

Skills
➢ Clear, legible handwriting;
➢ A thorough understanding of EMS training equipment.

Experience
➢ One of the following:
  o 2 Years of Experience as an EMT
  o 2 Years of Experience as an Advanced EMT
  o 2 Years of Experience as a Paramedic

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
By your signature of this document, you agree to adhere to the description of this job. You hereby agree and affirm understanding and accept the stated requirements.

_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education  
Supervisor: EMS Program Director  
Supervises: EMS Skills Evaluator (Basic), EMS Skills Evaluator (Advanced)  

Purpose  
The purpose of the EMS Skills Coordinator’s position is to ensure a smooth operation of examinations. This position is highly administrative in nature and requires great organizational skills for success. Coordinators work directly with students and advise them of their status during examinations. The EMS Skills Coordinator functions in a supervisory capacity.  

Duties and Responsibilities  
- Ensures efficiency and strict adherence to the daily schedule;  
- Ensures completion of all student paperwork and check-offs.  
- Ensures student and/or faculty completion of all blanks items;  
- Finds, evaluates, and addresses deficiencies which may occur during the examination;  
- Evaluates student performance during practical evaluations;  
- Ensures accurate reporting;  
- Ensures complete reporting;  
- Reports passes and failures to the EMS Program Director;  
- Reports passes and failures to students.  
- Ensures fair and honest reporting of student evaluation;  
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;  
- Keeps information confidential as per guidelines.  

QUALIFICATIONS  
Education  
- One of the following:  
  - Current State EMT Certification  
  - Current State Advanced EMT Certification  
  - Current State Paramedic Certification  
  - Associates Degree or Bachelor’s Degree  
- Preferred Criterion  
  - EMS Certification  
  - Master’s Degree
EMS University
EMS Skills Coordinator 1-605

- 24 Hour EMS Instructional Strategies Certificate (must be obtained within 3 months of hire)
- NREMT Certification

Skills
- Clear, legible handwriting;
- A thorough understanding of EMS training equipment.

Experience
2 years of experience in administration is preferred. Additionally, experience as an EMS Instructor or EMS Skills Examiner is helpful, although not required.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
**Department:** Education

**Supervisor:** EMS Program Director

**Supervises:** EMS Assistant Instructor

**Purpose**
The instructor’s job is to ensure that as many students successfully complete their course as is possible while at the same time strictly adhering to policy, guidelines and regulations. The instructor is an integral part of the EMS University team and responsible for ensuring student success.

**Duties and Responsibilities**
- Ensures efficiency and strict adherence to the daily schedule;
- Prepares and carries out lesson plans and other student activities;
- Teaches students using a variety of techniques including, but not limited to: didactic lecture, practical demonstration, monitoring of group activities as well as evaluation;
- Collects, reviews and assesses student work;
- Coordinates activities with other personnel to ensure student success;
- Finds, evaluates, and addresses deficiencies which may occur during class;
- Evaluates student performance during the course on a continual basis;
- Enters grades appropriately;
- Ensures accurate reporting;
- Ensures complete reporting;
- Takes attendance;
- Reports passing and failing grades to the EMS Program Director;
- Reports passing and failing grades to students.
- Ensures fair and honest reporting of student evaluations;
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
- Keeps information confidential as per guidelines.
- Attendance of regular monthly and/or special instructor meetings;
- Attendance of regular monthly and/or special instructor training;
- Other duties as assigned.
QUALIFICATIONS

Education
➢ 24 Hour EMS Instructional Strategies Certificate
➢ One of the following:
   o Current State EMT Certification
   o Current State Advanced EMT Certification
   o Current State Paramedic Certification
➢ Preferred Criterion
   o Bachelor’s Degree
   o NREMT Certification
   o Paramedic Certification

Skills
➢ Clear, legible handwriting;
➢ A thorough understanding of EMS training equipment.

Experience
➢ One of the following:
   o 2 Years of Experience as an EMT
   o 2 Years of Experience as an Advanced EMT
   o 2 Years of Experience as a Paramedic

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
By your signature of this document, you agree to adhere to the description of this job. You hereby agree and affirm understanding and accept the stated requirements.

_______________________     ______________________________     _____________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education  
Supervisor: EMS Program Director  

Supervises: EMS Instructor, EMS Coordinator, EMS Skills Evaluator  

Purpose  
The EMS Program Manager is responsible for the daily operations of an EMS program which will include several EMS courses. The EMS Program Manager ensures the overall smooth operation, assesses and improves program quality and reports information to subordinate and supervisory personnel.  

Duties and Responsibilities  
 Supervisory:  
  o Supervises and evaluates team members on a continual basis;  
  o Ensures high quality instruction;  
  o Assists and guides personnel during practical skills examination sessions;  
  o Meets with instructors on a regular basis to ensure efficiency of operations;  
  o Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;  
  o Resolves and reports subordinate issues.  

 Instructional:  
  o Provides primary instruction in the assigned EMS Program;  
  o Assists instructors as needed with classroom management;  
  o Resolves and reports student issues as necessary.  
  o Works with instructors to manage student issues.  

 Administrative:  
  o Coordinates activities with other personnel to ensure student success;  
  o Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;  
  o Assists the EMS Program Director with the program budget;  
  o Ensures record-keeping compliance to attendance, record maintenance and reporting policies;  
  o Monitors and ensures adherence to programmatic accreditation requirements;
EMS University
Standard Operating Guidelines
EMS Program Manager 1-607

- Works with other staff and administrators to keep the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;
- Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;
- Assists the EMS Program Director to identify areas for improvement also to assist with a needs assessment.
- Hires, disciplines and terminates subordinates with administrative approval;
- Reports information to the proper agency, department or individual;
- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;
- Ensures accurate and complete reporting;
- Keeps information confidential as per guidelines.
- Attendance of regular monthly and/or special meetings and/or training;

➢ Externship
  - Ensures that each clinical preceptor has the appropriate combination of education, related work experience and teaching experience to address the objectives of the preceptorship effectively;
  - Ensures the appropriate number of clinical preceptors for clinical training;
  - Assists the EMS Program Director to secure approval of the medical director and clinical facility for each clinical preceptor;
  - Ensures that each field preceptor is nationally registered or state certified at the appropriate level of training and is scheduled as required by the appropriate EMS agency;
  - Approves and secures approval of the medical director for each field preceptor;

➢ Other Duties as Assigned.
QUALIFICATIONS

Education

➢ Required
  o Current State Paramedic Certification;
  o Associates Degree or 60+ credit hours of college course work from a regionally accredited institution of higher learning. If using the credit-hour option, Associates Degree must be obtained within 2 years of hire. If not, the EMS Program Manager is subject to termination;
  o 24 Hour EMS Instructional Strategies Certificate;
  o The EMS Program Manager shall obtain the preferred criterion of education described below within 4 years of hire. If not, the EMS Program Manager is subject to termination.

➢ Preferred Criterion:
  o Bachelor’s Degree from a regionally accredited institution of higher learning;
  o NREMT Certification.

Skills & Desirable Qualities

➢ A thorough understanding of EMS;
➢ A thorough understanding of educational processes;
➢ Conflict-resolution;
➢ Creativity and Innovation;
➢ Problem Solving;
➢ Rapid identification of issues and resolution;
➢ Exceptional organizational skills.

Experience

➢ 3 years of experience as an EMS Provider (EMT, Advanced EMT or Paramedic);
➢ 2 years of EMS related instructional experience or Previous EMS and/or related supervisory experience of at least 2 years;
➢ 3 months of instructional experience with EMS University.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.
Acknowledgment
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<table>
<thead>
<tr>
<th>EMPLOYEE NAME</th>
<th>EMPLOYEE SIGNATURE</th>
<th>DATE</th>
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</table>
Department: Education  
Supervisor: EMS Program Director

Supervises: EMS Clinical Evaluator (Basic), EMS Clinical Evaluator (Advanced)

Purpose
The purpose of the EMS Clinical Coordinator’s position is to ensure a smooth operation of examinations. This position is highly administrative in nature and requires great organizational skills for success. Coordinators work directly with students and advise them of their status during examinations. The EMS Clinical Coordinator functions in a supervisory capacity.

Duties and Responsibilities

- **Supervisory:**
  - Supervises and evaluates team members on a continual basis;
  - Ensures high quality instruction;
  - Assists and guides personnel during practical skills examination sessions;
  - Meets with instructors on a regular basis to ensure efficiency of operations;
  - Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;
  - Resolves and reports subordinate issues.

- **Instructional:**
  - Provides primary instruction in the assigned EMS Program;
  - Assists instructors as needed with classroom management;
  - Resolves and reports student issues as necessary.
  - Works with instructors to manage student issues.

- **Administrative:**
  - Coordinates activities with other personnel to ensure student success;
  - Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;
  - Assists the EMS Program Director with the program budget;
  - Ensures record-keeping compliance to attendance, record maintenance and reporting policies;
  - Monitors and ensures adherence to programmatic accreditation requirements;
EMS University
EMS Clinical Coordinator 1-608

- Works with other staff and administrators to keep the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;
- Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;
- Assists the EMS Program Director to identify areas for improvement also to assist with a needs assessment.
- Hires, disciplines and terminates subordinates with administrative approval;
- Reports information to the proper agency, department or individual;
- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;
- Ensures accurate and complete reporting;
- Keeps information confidential as per guidelines.
- Attendance of regular monthly and/or special meetings and/or training;

➢ Externship
  - Ensures that each clinical preceptor has the appropriate combination of education, related work experience and teaching experience to address the objectives of the preceptorship effectively;
  - Ensures the appropriate number of clinical preceptors for clinical training;
  - Assists the EMS Program Director to secure approval of the medical director and clinical facility for each clinical preceptor;
  - Ensures that each field preceptor is nationally registered or state certified at the appropriate level of training and is scheduled as required by the appropriate EMS agency;
  - Approves and secures approval of the medical director for each field preceptor;

➢ Other duties as assigned.
QUALIFICATIONS

Education
- One of the following:
  - Current State EMT Certification
  - Current State Advanced EMT Certification
  - Current State Paramedic Certification
  - Current Registered Nurse License
  - Associates Degree or Bachelor’s Degree
  - 24 Hour EMS Instructional Strategies Certificate
- Preferred Criterion
  - EMS Certification
  - Master’s Degree
  - NREMT Certification

Skills
- Clear, legible handwriting;
- A thorough understanding of EMS training equipment.

Experience
2 years of experience in administration is preferred. Additionally, experience as an EMS Instructor or EMS Skills Examiner is helpful, although not required.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
By your signature of this document, you agree to adhere to the description of this job. You hereby agree and affirm understanding and accept the stated requirements.

_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education  
Supervisor: EMS Program Director  

Supervises: EMS Instructor, EMS Coordinator, EMS Skills Evaluator  

Purpose  
The Paramedic Program Manager is responsible for the daily operations of the Paramedic program which will include several EMS courses. The Paramedic Program Manager ensures the overall smooth operation, assesses and improves program quality and reports information to subordinate and supervisory personnel.  

Duties and Responsibilities  

➢ Supervisory:  
  o Supervises and evaluates team members on a continual basis;  
  o Ensures high quality instruction;  
  o Assists and guides personnel during practical skills examination sessions;  
  o Meets with instructors on a regular basis to ensure efficiency of operations;  
  o Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;  
  o Resolves and reports subordinate issues.  

➢ Instructional:  
  o Provides primary instruction in the assigned EMS Program;  
  o Assists instructors as needed with classroom management;  
  o Resolves and reports student issues as necessary.  
  o Works with instructors to manage student issues.  

➢ Administrative:  
  o Coordinates activities with other personnel to ensure student success;  
  o Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;  
  o Assists the EMS Program Director with the program budget;  
  o Ensures record-keeping compliance to attendance, record maintenance and reporting policies;  
  o Monitors and ensures adherence to programmatic accreditation requirements;
o Works with other staff and administrators to keep the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;

o Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;

o Assists the EMS Program Director to identify areas for improvement also to assist with a needs assessment.

o Hires, disciplines and terminates subordinates with administrative approval;

o Reports information to the proper agency, department or individual;

o Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;

o Ensures accurate and complete reporting;

o Keeps information confidential as per guidelines.

o Attendance of regular monthly and/or special meetings and/or training;

➢ Externship

o Ensures that each clinical preceptor has the appropriate combination of education, related work experience and teaching experience to address the objectives of the preceptorship effectively;

o Ensures the appropriate number of clinical preceptors for clinical training;

o Assists the EMS Program Director to secure approval of the medical director and clinical facility for each clinical preceptor;

o Ensures that each field preceptor is nationally registered or state certified at the appropriate level of training and is scheduled as required by the appropriate EMS agency;

o Approves and secures approval of the medical director for each field preceptor;

➢ Other Duties as Assigned.
QUALIFICATIONS

Education

- Required
  - Current State Paramedic Certification;
  - Bachelor’s Degree from a regionally accredited institution of higher learning;
  - 24 Hour EMS Instructional Strategies Certificate;
  - The Paramedic Program Manager shall obtain the preferred criterion of education described below within 5 years of hire. If not, the Paramedic Program Manager is subject to termination.

- Preferred Criterion:
  - Master’s Degree from a regionally accredited institution of higher learning;
  - NREMT Certification;

Skills & Desirable Qualities

- A thorough understanding of EMS;
- A thorough understanding of educational processes;
- Conflict-resolution;
- Creativity and Innovation;
- Problem Solving;
- Rapid identification of issues and resolution;
- Exceptional organizational skills.

Experience

- 3 years of experience as a Paramedic.
- 2 years of EMS related instructional experience or Previous EMS and/or related supervisory experience of at least 2 years.
- 3 months of instructional experience with EMS University;

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.
Acknowledgment
By your signature of this document, you agree to adhere to the description of this job.
You hereby agree and affirm understanding and accept the stated requirements.

EMPLOYEE NAME       EMPLOYEE SIGNATURE       DATE
Department: Administration
Supervisor: Program Manager

Supervises: EMS Skills Coordinator, Administrative Lead

Purpose
The Administrative Director manages the overall daily office duties, including human resources (employee files), payroll, and EMT testing coordinator. This position requires a diverse knowledge of various assigned duties.

Duties and Responsibilities

- **Supervisory:**
  - Supervises and evaluates team members on a continual basis;
  - Ensures administrative compliance for all aspects of the organization;
  - Reports deficiencies to the Program Manager;
  - Assists and guides personnel during practical skills examination sessions;
  - Attends all instructor meetings and as needed meetings with subordinate staff;
  - Scheduling of all class courses;
  - Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;
  - Resolves and reports subordinate issues.

- **Administrative:**
  - Coordinates activities with personnel;
  - Assists Education Department staff with the preparation of course materials;
  - Assists Administrative staff with the preparation of administrative materials;
  - Assists with timekeeping and payroll administration;
  - Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;
  - Assures compliance during examinations when required to participate;
  - Assists with ordering supplies and equipment;
  - Assists with and collects and distributes student data, including student evaluations and grades as needed;
  - Maintains records in an orderly fashion;
EMS University
Standard Operating Guidelines
Administrative Director 1-610

- Ensures record-keeping compliance to attendance, record maintenance and reporting policies;
- Monitors and ensures adherence to programmatic accreditation requirements;
- Works with other staff and administrators to keep the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;
- Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;
- Maintains records of student and employee files;
- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the organization;
- Ensures accurate and complete reporting;
- Keeps information confidential as per guidelines.
- Attendance of regular and/or special meetings and/or training;
- Other duties as assigned.

➢ Externship
  - Works with the Program Manager to ensure that each clinical preceptor has the appropriate combination of education, related work experience and teaching experience to address the objectives of the preceptorship effectively;
  - Approves and secures approval of the medical director for each field preceptor;

QUALIFICATIONS

Education
  ➢ Required
    - Bachelor’s Degree from a regionally accredited institution of higher learning.

➢ Preferred Criterion:
  - Master’s Degree from a regionally accredited institution of higher learning;

Skills & Desirable Qualities
This position requires skills such as the ability to work independently, think strategically, and plan for the long-term success of the organization. Other personal attributes include leadership, confidence, integrity, self-motivation, cost-consciousness, exceptional communication skills, phone etiquette, problem-solving skills and a positive attitude.

- A thorough understanding of educational processes;
- Conflict-resolution;
- Creativity and Innovation;
- Problem Solving;
- Rapid identification of issues and resolution;
- Exceptional organizational skills.

Experience

- 5 years of administrative support experience.
- Management and/or supervisory experience preferred.

Additional Requirements

This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment

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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education
Supervisor: Chief Executive Officer

Supervises: BLS Instructor

Purpose
The BLS Program Director is responsible for the BLS department, ensures its overall smooth operation, assess and improve program quality and report information to subordinate and supervisory personnel.

Duties and Responsibilities

➤ Supervisory:
  o Supervises and evaluates team members on a continual basis;
  o Ensures high quality instruction;
  o Assists and guides personnel during practical skills examination sessions;
  o Holds monthly instructor meetings and as needed meetings with subordinate staff;
  o Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;
  o Resolves and reports subordinate issues.

➤ Instructional:
  o Instructs in the place of BLS Instructors in the event of an emergency;
  o Assists instructors as needed with classroom management;
  o Resolves and reports student issues as necessary.

➤ Administrative:
  o Coordinates activities with other personnel to ensure student success;
  o Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;
  o Develops the program budget;
  o Ensures record-keeping compliance to attendance, record maintenance and reporting policies;
  o Monitors and ensures adherence to programmatic accreditation requirements;
  o Works with other staff and administrators to keeps the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;
EMS University
BLS Program Director 6-111

- Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;
- Serves as liaison for accrediting bodies for all matters involving BLS accreditation;
- Works with the medical director as well as instructional personnel to develop and maintain a needs assessment, plans programmatic activities;
- Hires, disciplines and terminates subordinates with administrative approval;
- Reports information to the proper agency, department or individual;
- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;
- Ensures accurate and complete reporting;
- Keeps information confidential as per guidelines.
- Attendance of regular monthly and/or special meetings and/or training;
- Other duties as assigned.

QUALIFICATIONS

Education

- Required
  - EMR, EMT or Paramedic Certification or equivalent education.
  - Bachelor’s Degree from a regionally accredited institution of higher learning.

Skills & Desirable Qualities

- A thorough understanding of BLS;
- A thorough understanding of educational processes;
- Conflict-resolution;
- Creativity and Innovation;
- Problem Solving;
- Rapid identification of issues and resolution;
- Exceptional organizational skills.

Experience

- Previous supervisory experience of at least 2 years;
- 2 years of BLS related instructional experience.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education  
Supervisor: Chief Executive Officer

Supervises: EMS Program Manager, EMS Skills Coordinator

Purpose
The EMS Program Director is responsible for the EMS department, ensures its overall smooth operation, assess and improve program quality and report information to subordinate and supervisory personnel.

Duties and Responsibilities

➢ Supervisory:
  o Supervises and evaluates team members on a continual basis;
  o Ensures high quality instruction;
  o Assists and guides personnel during practical skills examination sessions;
  o Holds monthly instructor meetings and as needed meetings with subordinate staff;
  o Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;
  o Resolves and reports subordinate issues.

➢ Instructional:
  o Instructs in the place of EMS Instructors in the event of an emergency;
  o Assists instructors as needed with classroom management;
  o Resolves and reports student issues as necessary.

➢ Administrative:
  o Coordinates activities with other personnel to ensure student success;
  o Evaluates, implements and addresses deficiencies, as well as makes improvements to the program;
  o Develops the program budget;
  o Ensures record-keeping compliance to attendance, record maintenance and reporting policies;
  o Monitors and ensures adherence to programmatic accreditation requirements;
o Works with other staff and administrators to keeps the job description and curriculum vitae for each clinical preceptor on file for a minimum of three years;

o Works with other staff and administrators to keep the job description and curriculum vitae for each field preceptor on file for a minimum of three years;

o Serves as liaison for accrediting bodies for all matters involving EMS accreditation;

o Works with the medical director as well as instructional personnel to develop and maintain a needs assessment, plans programmatic activities;

o Hires, disciplines and terminates subordinates with administrative approval;

o Reports information to the proper agency, department or individual;

o Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;

o Ensures accurate and complete reporting;

o Keeps information confidential as per guidelines.

o Attendance of regular monthly and/or special meetings and/or training;

o Other duties as assigned.

➢ Externship

 o Ensures that each clinical preceptor has the appropriate combination of education, related work experience and teaching experience to address the objectives of the preceptorship effectively;

 o Ensures the appropriate number of clinical preceptors for clinical training;

 o Secures approval of the medical director and clinical facility for each clinical preceptor;

 o Ensures that each field preceptor is nationally registered or state certified at the appropriate level of training and is scheduled as required by the appropriate EMS agency;

 o Approves and secures approval of the medical director for each field preceptor;
QUALIFICATIONS

Education

- Required
  - Current State Paramedic Certification;
  - Bachelor’s Degree from a regionally accredited institution of higher learning.
- Preferred Criterion:
  - Master’s Degree from a regionally accredited institution of higher learning;
  - NREMT Certification;
  - 24 Hour EMS Instructional Strategies Certificate.

Skills & Desirable Qualities

- A thorough understanding of EMS;
- A thorough understanding of educational processes;
- Conflict-resolution;
- Creativity and Innovation;
- Problem Solving;
- Rapid identification of issues and resolution;
- Exceptional organizational skills.

Experience

- 5 years of experience as a Paramedic;
- Previous EMS and/or educationally related supervisory experience of at least 2 years;
- 2 years of EMS related instructional experience.

Additional Requirements

This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

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EMS University
Standard Operating Guidelines
EMS Program Director 1-612
Department: Administration
Supervisor: None

Supervises: All Departments

Purpose: The purpose of the CEO is to provide vision, direction, leadership, and to ensure the execution of goals for the sustainability and growth of EMS University.

Duties and Responsibilities
The CEO works with all team members closely to provide them with vision, direction and leadership in accordance with the formulation and achievement of the organizations philosophy, objectives and strategies. The CEO is responsible for the overall management and administration of the organizations services. The CEO also incorporates managerial and day-to-day operational duties as needed.

- Supervisory:
  - Sets goals for the organization;
  - Executes goals for the organization;
  - Identifies and addresses both strengths and weaknesses for the organization on a continual basis;
  - Direct oversight of all departments;
  - Supervises and evaluates team members on a continual basis;
  - Ensures administrative compliance for all aspects of the organization;
  - Reports deficiencies to respective departmental members;
  - Assists and guides personnel during learning sessions;
  - Attends all instructor meetings and as needed meetings with subordinate staff;
  - Resolves subordinate issues.

- Administrative:
  - Coordinates activities with personnel;
  - Assists department directors in goal setting and strategic execution.
  - Evaluates, implements and addresses deficiencies, as well as makes improvements to departments and programs;
  - Maintains, monitors, and ensures adherence to programmatic accreditation requirements;
  - Ensures employee compliance with standard operating guidelines.
EMS University
Standard Operating Guidelines
Chief Executive Officer 1-612

- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the organization;
- Ensures accurate and complete reporting;
- Keeps information confidential as per guidelines.
- Attendance of regular and/or special meetings and/or training;

QUALIFICATIONS

Education
- Required
  - Master’s Degree
  - Paramedic Certification

Experience
- 5 Years of Supervisory and/or Management Experience

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education
Supervisor: Administrative Director

Supervises: Administrative Assistant

Purpose

The Administrative Lead functions as the face of the company as well as the supervisor of the administrative support team. In addition to assisting with phone calls, e-mails, chats and other customer interactions, the Administrative Lead takes care of other important administrative tasks that are vital for the smooth operation of EMS University. The Administrative Lead functions in a supervisory capacity, ensuring the realization of the organization’s mission, vision, as well as subordinate adherence to EMS University Standard Operating Guidelines.

Duties and Responsibilities

- **Supervisory:**
  - Supervises and evaluates team members on a continual basis;
  - Ensures high quality performance of team members;
  - Assists and guides personnel during practical skills examination sessions;
  - Meets with instructors on a regular basis to ensure efficiency of operations;
  - Supervises the cleaning and maintenance of all medical devices and related audio-visual equipment necessary for implementing organizational activities;
  - Resolves and reports subordinate issues.

- **Administrative:**
  - Answers phone calls, emails, and chats;
  - Processes class requests and students registrations;
  - Interacts with students, customers, officials, and business partners on a daily business;
  - Communicates needs to administrative and educational staff;
  - Schedules and reschedules students as needed;
  - Enters and verifies student data;
  - Coordinates individual and group accounts;
  - Processes refunds with approval;
EMS University
Administrative Lead 1-614

- Ensures efficiency and strict adherence to the daily schedule;
- Finds, evaluates, and addresses deficiencies which may occur during the examination;
- Ensures accurate reporting;
- Ensures complete reporting;
- Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
- Keeps information confidential as per guidelines.

➢ Other duties as assigned.

QUALIFICATIONS

Education
➢ 2 years of full time college course work or higher.
➢ Preferred Criterion:
  - 2 Years of healthcare related experience.

Skills
➢ Excellent clerical and organizational skills are required.

Experience
2 years of experience in administration. Previous supervisory experience preferred, although not required.

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

Acknowledgment
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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Department: Education  
Supervisor: Administrative Lead  
Supervises: None  

Purpose  
The Administrative Assistant functions as the face of the company as well as the supervisor of the administrative support team. In addition to assisting with phone calls, E-mails, chats and other customer interactions, the Administrative Assistant takes care of other important administrative tasks that are vital for the smooth operation of EMS University.

Duties and Responsibilities  

- Administrative:
  - Answers phone calls, emails, and chats;
  - Processes class requests and students registrations;
  - Interacts with students, customers, officials, and business partners on a daily basis;
  - Communicates needs to administrative and educational staff;
  - Schedules and reschedules students as needed;
  - Enter and verify student data;
  - Coordinate individual and group accounts;
  - Process refunds with approval;
  - Ensures efficiency and strict adherence to the daily schedule;
  - Finds, evaluates, and addresses deficiencies which may occur during the examination;
  - Ensures accurate reporting;
  - Ensures complete reporting;
  - Ensures proper compliance with state and national guidelines/regulations relating to examination procedures;
  - Keeps information confidential as per guidelines.

- Other duties as assigned.
QUALIFICATIONS

Education

➢ Preferred Criterion:
  o High school diploma or equivalent.

Skills

➢ Excellent clerical and organizational skills are required.

Experience

2 years of experience in administration preferred, but not required.

Additional Requirements

This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.

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__________________________________________  ______________________________  ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
Purpose
The Medical Director works with the Program Director to provide guidance, leadership, oversight and quality assurance for the overall medical education of EMS University Students. The Medical Director is also responsible for ensuring the appropriate use and designation of medical educational materials. The medical director may also provide direction for the treatment and transportation of patients to and from the hospital and from hospital to hospital upon appropriate authorization from the applicable regulatory entities.

Duties and Responsibilities
- Provides medical direction oversight for content and quality;
- Provides medical direction oversight for practice;
- Supervises team members;
- Ensures high quality instruction;
- Provides instruction to students on an as-needed basis;
- Assists instructors as needed with classroom management;
- Assists and guides personnel during practical skills examination sessions;
- Coordinates activities with other personnel to ensure student success;
- Finds, evaluates, and addresses deficiencies which may occur within the department;
- Evaluates instructor and subordinate performance during the course on a continual basis;
- Resolves student issues;
- Resolves subordinate issues;
- Reports student issues;
- Reports subordinate issues;
- Ensures accurate reporting;
- Ensures complete reporting;
- Reports information to the proper agency, department or individual;
- Ensures proper compliance with state and national guidelines/regulations relating to all aspects of the program;
- Keeps information confidential as per guidelines.
Attendance of regular monthly and/or special meetings;
Attendance of regular monthly and/or special training;
Other duties as assigned.
Maintain liaisons between the service, other physicians, physician designees, hospitals, and the medical community;
Is available for individual evaluation and consultation to service program personnel;
Helps to resolve training operation problems.

QUALIFICATIONS

Education
Required
- Emergency medicine certification from a specialty board recognized by the Arizona Medical Board or the Arizona Board of Osteopathic Examiners in Medicine and Surgery; or
- Has completed an emergency medicine residency training program accredited by the Accreditation Council for Graduate Medical Education or approved by the American Osteopathic Association; or
- Is practicing emergency medicine and has:
  - Proficiency in advanced emergency cardiac life support,
  - Proficiency in advanced trauma life support, and
  - Proficiency in pediatric emergency care.

Skills & Desirable Qualities
- A thorough understanding of EMS;
- A thorough understanding of educational processes;
- Conflict-resolution;
- Creativity and Innovation;
- Problem Solving;
- Rapid identification of issues and resolution;
- Exceptional organizational skills.

Experience
- 5 years of experience as a Physician in an Emergency setting;

Additional Requirements
This position may have additional requirements delineated from state or national regulatory bodies or agencies which are not stated here.
Acknowledgment

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_______________________     ______________________________     ______________
EMPLOYEE NAME    EMPLOYEE SIGNATURE         DATE
A. **Charge** – The Program Committee is charged with the oversight of all programmatic activities for EMS University.

B. **Responsibilities** – The Program Committee has several functions which include, but are not limited to the following:

1. Ensuring that EMS CE activities are consistent with the continuing education needs of EMS Personnel as indicated by ongoing needs assessments;

2. Ensuring that all CE activities are reviewed and updated at minimum (every 3 years), and that they are tracked in an appropriate manner according to date;

3. Ensuring that all CE activities are reported appropriately as may be required by accrediting agencies;

4. Ensures that all CE activities are evaluated by at least one EMS member;

5. Meets on an annual basis (at minimum) to review the EMS CE Program and to ensure adherence to accreditation guidelines;

6. Must approve all EMS activities submitted for review and the Medical Director must approve these activities;

7. Requires that all accreditation reporting guidelines are adhered to as specified by the accrediting agency;

8. Requires that activity documentation is kept on file which is submitted for approval to accrediting institutions;

9. Must ensure a majority vote to approve an item;

a. In the event that a voting item is rejected, but subsequently brought as an item, the committee shall ensure that all members previously voting “no” are permitted to vote on the item – even if the person is no longer a committee member. In the event of death, the committee must make the appropriate report to the accrediting institution within 5 business days.

10. Shall ensure EMS activities submitted to accrediting bodies set appropriate and reasonable objectives and that the appropriate resources are available to activity coordinators or instructors;
11. Shall ensure that instructional personnel are appropriately qualified;

12. Shall ensure that CVs are kept on file for all instructional personnel;

13. Shall ensure the appropriate number of instructional personnel for laboratory sessions. 1 instructional personnel is required for every 6 students. Instructional personnel can evaluate a laboratory session at any given time.

14. Shall ensure the appropriate evaluation of EMS activities.

15. Shall discuss the on-going functions of the program to ensure growth, adherence to the organization’s mission, local, state, federal government laws, rules and regulations as well as to accreditation guidelines.
A. **Majority Vote** – The Program Committee shall use majority vote to govern. This does not apply to established standard operating guidelines which shall require a 2/3 majority to overrule.

B. **Roll Call** – The Secretary shall take attendance. For the purposes of this section, those in attendance shall include those who attend either electronically or by phone.

1. A quorum shall consist of 3 members or more and shall include at least 2 officers. Proper notice of meetings in the standard fashion shall be required in order to be considered a Program Committee Meeting. The CEO shall have the authority to revoke an improperly held meeting and invalidate any items emanating from such improper meeting.

C. **Agenda Items** – The Program Committee shall ensure that agenda items are composed from a combination of previous meeting items and new items suggested by committee members.

1. All items suggested shall be discussed by Committee members, unless the practice is found to be unreasonable by the Committee.

2. Agenda items shall be discussed prior to the commencement of discussing specific items within the agenda. This will provide committee members with the opportunity to add, delete or modify additional items.

3. Approval of agenda items shall occur upon commencement of the meeting.

D. **Discussion** – The Program Committee shall informally discuss an item until it is found that it is necessary to vote upon an item.

E. **Voting** – Voting may proceed in an informal fashion, provided that it is clear that all members agree or disagree to an item.

1. This information shall be recorded appropriately.

a. If it is not clear that all members agree, members may make a motion to vote; the motion must be seconded in order to be voted upon. At this point, the Chairperson shall ask if there is any further discussion prior to voting. There may be discussion at this point, but this discussion must not be unreasonable. Upon the conclusion of discussion, the matter shall move to a vote.
F. Committee Chairperson

1. In the interest of time, the Chairperson may place time limits or extension for given topics at a whim to ensure appropriate coverage of all topics.

G. Approval of Minutes

1. The Secretary shall record minutes appropriately and in combination with the Chairperson approve preliminary minutes to be sent to the remainder of the Committee. This process shall be completed within 7 days of the meeting’s conclusion, unless extenuating circumstances warrant its delay.

1. Committee members – those in attendance and absent may be afforded review of preliminary minutes for a period of 7 days after the publishing of preliminary minutes to the whole Committee wherein they shall be provided with the opportunity to comment. This information shall be provided to the committee in supplement. In no case shall comments extend past 7 days.

2. Final minutes shall be provided to all members within 14 days of the meeting and shall include any comments.
A. **Officers** – The Committee shall be composed of a Chairperson, who shall be a Program Director, Vice-Chairperson who may be a Program Manager, Program Director, or Clinical Coordinator, and Secretary, who shall be the Administrative Director. Vacancy of office occurs upon termination of the officer’s employment. Officers shall be appointed by the CEO.

1. **Chairperson** – The Chairperson is responsible for ensuring adequate time and voting on the issues presented for discussion. The Chairperson is responsible for ensuring the adherence to all Standard Operating Guidelines, Committee Rules and Procedures.

2. **Vice Chairperson** – The Vice Chairperson shall serve in the Chairperson’s absence to their full capacity.

3. **Secretary** – The Secretary is responsible for taking minutes of the meeting and distribution of the meeting minutes.

B. **Non-Officer Members** – Non-Officer members are those who are employed or contracted by EMS University and may include, but are not limited to the following:

1. Medical Director
2. EMS Personnel
3. Physicians
4. Nurses

C. **Non-Member Attendees** – Other people are invited to attend Program Committee Meetings, including those from the public, with or without EMS knowledge as each person brings a different, yet valuable perspective to the Committee.
A. EMS Faculty shall be paid according to the schedule provided below:

$14.00 Per Hour Base Rate

<table>
<thead>
<tr>
<th>Upgrade Type</th>
<th>Increase</th>
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</thead>
<tbody>
<tr>
<td>Advanced EMT</td>
<td>10%</td>
</tr>
<tr>
<td>Paramedic</td>
<td>20%</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>25%</td>
</tr>
<tr>
<td>Instructing an AHA BLS Class</td>
<td>5%</td>
</tr>
<tr>
<td>Working as an EMR Instructor</td>
<td>5%</td>
</tr>
<tr>
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</tr>
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</tr>
<tr>
<td>Associates Degree</td>
<td>5%</td>
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<tr>
<td>Bachelor’s Degree</td>
<td>10%</td>
</tr>
<tr>
<td>Graduate Degree</td>
<td>15%</td>
</tr>
<tr>
<td>Current NREMT Certification</td>
<td>5%</td>
</tr>
<tr>
<td>5+ Years of Experience as a Full-Time EMS Provider</td>
<td>5%</td>
</tr>
<tr>
<td>Each Year Working with EMS University</td>
<td>5%</td>
</tr>
</tbody>
</table>

B. This section does not apply to non-faculty members, such as tutors, interns, externs, and contractors.

C. Individual modifications may be made at the discretion of administration.
A. EMS Faculty shall be paid according to the schedule provided below:

**$13.00 Per Hour Base Rate**

<table>
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</tr>
<tr>
<td>Current NREMT Certification</td>
<td>5%</td>
</tr>
<tr>
<td>5+ Years of Experience as a Full-Time EMS Provider (Non-Cumulative)</td>
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</tr>
<tr>
<td>Each Year Working with EMS University</td>
<td>5%</td>
</tr>
</tbody>
</table>

B. This section does not apply to non-faculty members, such as tutors, interns, externs, and contractors.

C. Individual modifications may be made at the discretion of administration.
EMS University  
Standard Operating Guidelines  
San Diego EMS Employee Pay Rates 2-103

A. EMS Faculty shall be paid according to the schedule provided below:

**$15.00 Per Hour Base Rate**

<table>
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<tr>
<td>5+ Years of Experience as a Full-Time EMS Provider (Non-Cumulative)</td>
<td>5%</td>
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<tr>
<td>Each Year Working with EMS University</td>
<td>5%</td>
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B. This section does not apply to non-faculty members, such as tutors, interns, externs, and contractors.

C. Individual modifications may be made at the discretion of administration.
A. **Purpose** – Marketing materials are necessary to promote the business activities of EMS University. These materials shall consider legal, accreditation, and ethical responsibilities during marketing practice. It is important to produce and utilize marketing material which is not misleading as such practice may become a problem in the future. The goal is to prevent any issues which might come up as a result of inaccurate or misleading marketing materials. EMS University is committed to ensuring the highest ethical and regulatory standards with regard to its marketing materials.

B. **Process** – Marketing materials shall contain the following:

1. An appropriate description of the activity;
2. Objectives;
3. Prerequisites (if applicable);
4. Date, time, location, and directions (if applicable);
5. Scheduled personnel (if applicable);
6. Course or activity fees (if applicable);
7. Accreditation disclaimers or language may be required. The employee creating marketing materials shall ensure the required language.
8. Information regarding travel, lodging and meal services however applicable;
9. An outline of the activities and objectives shall be provided to the potential participants complimentary upon request.
10. In no case shall information be deceptive or misleading.
A. **Purpose** - Clinical experiences are designed to provide the student experience with medical theory in practice. These experiences differ from field experiences in that they are more focused on actual medical practice versus field externships which focus more on operational and job specific practice. Clinical experiences are extremely valuable to students since they assist the student with developing the necessary skills to become an excellent provider. For this reason, EMS University highly emphasizes clinical externship experiences.

B. **Process** – Depending on the program, there may be different requirements for clinical externships. A combination of clinical and field externship experiences help to make a program more effective. In some cases, due to a variety of factors, such as program hour limitations, it may be difficult to achieve both experience types. Whenever students are required to go to clinical experiences, they will be required to fill out a student timecard, provide a patient care report (with identification information omitted) as required by the program to their instructor and/or administration, be evaluated by their preceptor, and evaluate their experience.

C. **Preceptor Requirements** – All preceptors (clinical healthcare providers supervising students) are required to meet national or state and institutional requirements.

1. EMS University shall require that the clinical preceptor provide their job description and curriculum vitae. This information shall be kept on file for a minimum of three years.
2. The clinical facility and clinical medical director or designee shall approve each clinical preceptor to act in such capacity.
A. **Purpose** – Field externship experiences are meant to provide the student with an understanding of the typical job of a provider. These usually occur “in the field,” meaning in situations where the student may be at a patient’s home, on the road, or at a non-emergent care center. Field externships are important for the student to receive a better understanding of what it means to be a healthcare provider as they will see other healthcare providers in action. These experiences help to bridge the learning gap between textbook and applicable knowledge. Field externships greatly enhance the learning process.

B. **Process** – Depending on the program, there may be different requirements for field externships. A combination of clinical and field externship experiences help to make a program more effective. In some cases, due to a variety of factors, such as program hour limitations, it may be difficult to achieve both experience types. Whenever students are required to go to field experiences, complete a student timecard, provide a patient care report (with identification information omitted) as required by the program to their instructor and/or administration, be evaluated by their preceptor, and evaluate their experience.

C. **Preceptor Requirements** – All preceptors (clinical healthcare providers supervising students) are required to meet national or state and institutional requirements. For example, EMS providers must be nationally registered or state certified at that level or higher for which they are training the student. They must be scheduled to work by the agency or department where they are completing their field externships.

1. EMS University shall require that the field preceptor provide their job description and curriculum vitae. This information shall be kept on file for a minimum of three years.
2. The agency and agency medical director or designee shall approve each field preceptor to act in such capacity.
A. **Purpose** – Traditional courses (in the classroom) often rely on certain types of electronic media and other technology to supplement course material for more effective learning. The purpose of this section is to develop an understanding of electronic technologies and to guide the instructor in the event of a technological failure in the classroom.

B. **Mediums** – There are many electronic instructional mediums and methods which might be used in the classroom to assist the instructor with their presentations. These include:

1. PowerPoints;
2. Video Clips;
3. Audio Clips;
4. Internet Resources;
5. Recording Devices;
6. Any Other Mediums.

C. **Process** – Electronic resources should always be supplemental and never the primary focus of instruction. Students often complain regarding the over-use of written electronic words which might occur through the over-use of PowerPoint type presentations. Therefore, it is always recommended that the instructor use an outline in order to conduct class. This outline should be combined with both electronic and non-electronic resources.

D. **Instructors** – should always provide an overview of the topics to be discussed, discuss the topics, and summarize the topics.

E. **Backup Methods & Technological Assistance** – In the event of electronic resource failure, the Instructor should immediately contact the Program Manager, then Program Director, and finally the Administrative Director. One of these personnel will be available to assist the instructor. If the electronic resource cannot be utilized, the instructor shall use the designated course book which includes outlines, lesson plans, and course material for all topics to be discussed.
A. **Definition** – Asynchronous courses, also referred to Virtual Instructor Led Training (VILT) are educational methods which use electronic technology to provide instruction to students in remote locations at the same time. In contrast to online or distributive education, asynchronous courses allow for immediate student interaction.

B. **Purpose** – The use of a traditional classroom setting may no longer be required in some contexts. Asynchronous learning helps to provide a more comfortable and convenient method of content delivery to the student. Although, asynchronous learning may not be appropriate for all educational topics, it can be very effective in providing didactic instruction to engaged students. Additionally, instructors may manage more students at one time since the classroom may not be full of students. Instructors, should, however, be careful to individually pay attention to students to ensure the greatest amount of participation.

C. **Process** – EMS University shall provide asynchronous courses by using both audio and visual communication with students in a virtual setting while physically lecturing or providing practical demonstration of skills. Additionally, instructors will be available to take answer student questions instantly through the use of electronic technology immediately. Asynchronous courses may be combined with traditional courses. There may also be a combination of online/distributive education provided to asynchronous learners.

D. **Recording** – All Asynchronous courses will be digitally recorded and stored in an online database where students will be able to view archived courses at any time. This will also serve as a backup method in the event of electronic failure.

E. **Instructors** – should always provide an overview of the topics to be discussed, discuss the topics, and summarize the topics in accordance with the lesson plan.

F. **Backup Methods & Technological Assistance for Instructors** – In the event of electronic resource failure, the Instructor should immediately contact the Program Manager, then Program Director, and finally the Administrative Director. One of these personnel will be available to assist the instructor. If the electronic resource cannot be utilized, the instructor shall use the designated course book which includes outlines, lesson plans, and course material for all topics to be discussed. Additionally, the course will be archived for future use through digital recording.
G. Backup Methods & Technological Assistance for Students – In the event of electronic resource failure, the student shall contact customer support at 800-728-0209. Customer support shall be available to take calls during standard business times. Additionally, students shall be provided with the names and numbers for all course instructor(s) and the program manager in the event that the course instructor(s) are not available.
A. **Definition** – Online courses can be completed entirely online with no asynchronous communication between the instructor and student. Some courses use a hybrid method which employs both traditional and/or asynchronous methods in conjunction with online delivery methods.

B. **Purpose** – Just like asynchronous learning, online learning also helps to provide a more comfortable and convenient method of content delivery to the student. Although, online learning may not be appropriate for all educational topics, it can be very effective in providing didactic instruction to engaged students. Additionally, content may be provided in a more efficient and precise manner (as with the editing process) to ensure the highest possible quality. Online education is standardized and can be provided to many students at various times of the day and/or night.

C. **Process** – EMS University shall provide an online student registration as well as an e-learning environment where the student can access the necessary course materials to cover the required lessons and content. The student will be required to complete a written and/or practical examination in order to complete the course, subject to syllabus requirements.

D. **Recording** – All online courses will be digitally recorded and stored in an online database where students will be able to view archived courses at any time.

E. **Backup Methods & Technological Assistance for Students** – In the event of electronic resource failure, the student shall contact customer support at 800-728-0209. Customer support shall be available to take calls during standard business times. Additionally, students shall be provided with the names and numbers for all course instructor(s) and the program manager in the event that the course instructor(s) are not available.
A. **Purpose** – It is important to ensure that students have access to the proper equipment to give them the greatest chance for success in their respective programs. Additionally, equipment should be organized so that instructors minimize the amount of time necessary to utilize such equipment for classroom use. This is beneficial to the students as well. Additionally, equipment should be kept in good working order because it will reduce the overall cost of replacing equipment.

B. **Process** – There are several considerations, as discussed above. These considerations and their associated processes shall be discussed below:

1. **Proper Equipment** – The Program Manager and/or designee shall ensure the appropriate equipment for the program. This may be based upon student need, state or national regulatory guidelines as well as instructor or organizational preference.
2. **Organized Equipment** – Equipment shall be organized in a manner which shall ensure that it can be identified in a rapid manner. Instructors shall ensure that equipment used during the class is put back into its original place or discarded, if necessary.
3. **Discarding Equipment** – The instructor shall discard equipment that is not in good working order, is not easily disinfected or is unusable. In the event that the value of equipment exceeds $50, this information shall be reported to the Program Manager prior to discarding the equipment.
4. **Cleaning Equipment** – The instructor shall ensure that after use all equipment is properly disinfected using a standard method of disinfection accepted by the medical community. Equipment that is not easily disinfected shall be discarded. This information shall be reported to the Program Director prior to discarding the equipment in the event that the value of equipment exceeds $50.
5. **Replacing Equipment** – Equipment that is not in good working order shall be repaired, if possible. If it is not possible to repair equipment, it shall be replaced. The Program Director, with the assistance of the Administrative Director or designee shall be responsible for keeping an inventory of equipment and ensuring proper levels of equipment as outlined above. Equipment that needs to be replaced shall be ordered as soon as possible.
6. **Ordering Equipment** – The Program Manager shall be responsible for reporting equipment needs to the Program Director for ordering.

C. **Administrative Supplies** – Administrative supplies are different from the medical equipment described above. However, the guidelines described in this policy still apply to the use, cleaning and replacement of administrative supplies.
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<th>Priority 1-5 (1 is MOST needed)</th>
<th>Quantity</th>
<th>Order Number</th>
<th>Unit Price (Estimated)</th>
<th>Est. Total</th>
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<td>Close Blinds</td>
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<td>Make Sure All Supplies Back in Correct Bin</td>
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A. Students may be disciplined and incur penalties up to and including dismissal from the program for violation of the following, but not limited to EMS University Standard Operating Guidelines, course syllabus infractions, violations as identified on the program policies and procedures (if applicable), program disclosure statements (if applicable), immoral, negligent or reckless conduct.

B. Such violations shall be documented by EMS University staff and provided to the student with penalties. Students are strongly encouraged to provide written statements to administrative staff.

C. In the event that a student is unsatisfied with the penalty provided, they may utilize the Student Grievance Procedure to appeal the penalty.
EMS University
Documentation of Disciplinary Action 7-1001

Student Name: _____________________________ Date of Incident: ________________

Location of Incident: _______________________________________________________

Time: ___________________________  Class Section: ___________________________

Instructor Section (Instructor Use Only)

Please Describe the Issue Surrounding Disciplinary Action (Provide a Separate Sheet if Necessary):

Disciplinary Action Taken:

Instructor Name & Signature: __________________________________ Date: __________

Student Response (Student Use Only)

I agree/do not agree (CIRCLE ONE) with the disciplinary action taken and statements above regarding the issue. Please Explain Below:

Student Name & Signature: _____________________________ Date: __________
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.

The Grievance Committee shall have the power and/or responsibility only to make recommendation to the Program Director in a hearing regarding a grade dispute, or other academic issue.

B. Any student 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 member concerned and discuss the problem openly.

1. If this discussion does not result in a satisfactory resolution, the student may appeal to the Program Manager of the instructor's department/school who will employ the department/school approved procedures to resolve the grievance.
2. If a satisfactory resolution is not achieved, the student may confer with the Program Manager (or Program Manager's designee) who will review the case.
3. If the grievance has not been successfully cleared at this time, the student may request the Program Manager to refer the matter to the Grievance Committee. The Committee will convene for the specific purpose of hearing a student academic grievance as needed.

D. Formal Process - Step One: Summary Decision
1. When the student has been referred to the Committee by the Program Manager, he/she must file in writing the alleged grievance statement with the Committee chair on the appropriate form. Copies of this statement will be distributed to: committee members, the faculty member involved in the grievance, and the Program Director of the department concerned.
2. Within 10 days of the distribution of the alleged grievance statement, the faculty member involved must submit a written response to the Grievance Committee chairperson. Copies will be given to: committee members the student involved in the grievance, the department Program Manager and the Program Director.
3. If no response is received from the faculty member within 10 days, the hearing shall commence without the faculty member’s written statement.
4. Within 10 days of the reply by the faculty member involved, the chair 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) 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 Chair of the Committee will submit written recommendations of action (along with all supporting data) to the Program Director. Copies of the recommendation only will go to the student involved, faculty involved, and the Program Manager (if applicable). The recommendation will be submitted not more than 15 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. The Program Director shall inform the student, instructor, Chair/Director, administration, and the Committee of any action taken.

E. Grievance Committee
1. The grievance committee shall be composed of the Program Manager, an instructor, and a member of the administrative staff.
Name: __________________________ Date: __________________________

Brief Subject of Grievance: ________________________________________________

Relevant Date (If Applicable): ________________ Time (If Applicable): __________

Person(s) Involved: __________________________

**Type of Grievance (Circle One)** (note: The student may not request a Step Two Grievance until a Step One Grievance has been completed):

**Step One: Summary**

**Step Two: Hearing**

**Directions:** In order for a Student Grievance Procedure complaint to be considered by the Grievance Committee, each of the following sections must be completed.

1) **THE DECISION BEING GRIEVED** (The decision being grieved must be described or attached to this form):

   Author, Name and Position of the decision: ______________________________________

   Date of Letter of Decision: _______________________________________________________________________

2) **Matter in Relation to Which the Alleged Violation Occurred:** Please provide a concise description of the matter that was being acted upon by the Unit and in relation to which the alleged policy/procedural violation occurred. What was the problem/situation giving rise to your grievance?

3) **Specific Policy Alleged to Have Been Violated:** A copy of the specific policy being grieved must be attached to this page. Grievances may also be sustained, at the Committee or Program Director’s discretion if the student feels the policy is unfair or otherwise unsound.

   Name of Policy: ________________________________________________________________

   Source of Policy: (e.g. From what publication does it come; please noted section and page #): ________________________________________________________________

   Website Address of Policy: (if applicable): ________________________________________
4) **Manner in Which Violated:** Please provide a concise description of the manner in which this policy was violated. Be specific. What specific actions occurred - and by whom - that is alleged to have violated the above policy and how did those actions violate the policy?

5) **Supporting Documentation:** Please list any documents being submitted to support the above described allegation. Then, clearly label and attach those documents to this form.

   Document #1: ____________________________________________________________
   
   Document #2: ____________________________________________________________
   
   Document #3: ____________________________________________________________
   
   Document #4: ____________________________________________________________
   
   Document #5: ____________________________________________________________
   
   Document #6: ____________________________________________________________

6) **Informal Steps Taken:** Please describe what actions you have taken to resolve this issue informally:
7) Redress/Remedy Being Sought and Justification: Please provide a concise description of what is being sought as a means of resolving the matter and why you feel this action should be taken (attach additional sheets as necessary).

Signature: ___________________________ Date: ______________

Received By: __________________________ Date: ______________

Signature: __________________________

YOU MAY HAND DELIVER, ELECTRONICALLY SUBMIT YOUR GRIEVANCE TO INFO@EMSUNIVERSITY.COM OR FAX IT TO (800) 728-0209 OR MAIL IT TO THE ADDRESS BELOW:

EMS UNIVERSITY
939 SOUTH 48TH STREET, SUITE 208
TEMPE, AZ 85281.
A. Students may challenge an examination question.

B. In order to challenge a question a student must on the day of the examination, raise the objection in writing.

C. The student must correctly identify the examination question and its flaw.

D. The student shall be provided with an answer to the examination challenge within a reasonable time.

E. Faculty may, upon their own volition challenge a test item’s validity on behalf of a student. In such a case, the faculty shall consult with the Program Director prior to issuing credit.

F. 75% Rule: If 75% or more of students choose an incorrect answer for a test question and the test question has been challenged, the students who chose the incorrect answer shall automatically receive credit and the question shall be removed from future examinations.

1. In such a case, the instructor shall review the examination item with the class to ensure proper understanding or otherwise to clarify the examination item.

G. Determination of whether this question shall be disregarded shall be at the discretion of the Program Director and instructor the day the examination challenge was issued. This decision is final and non-appealable.
A. Installment agreements are available for students in the event that the student is unable to pay the balance of tuition and registration fees by the beginning of class.

B. A student making an installment agreement shall fill out the Installment Agreement Form and select the desired method of payment. Students shall be responsible for making payments in a timely manner. Students who do not pay on time will be billed a 5% fee on the weekly payment due or $10 late charge for each payment that is late, whichever is less. In no case will a student be charged more than 20% of the entire amount of tuition and registration fees for the entire course.

C. The installment payment shall be made on-time, on the day which the payment is due. All payments made after the payment due date will be considered late. There is no grace period.

C. Failure of the student to make installment agreements on time may result in withdrawal of the course, without any refund of tuition or registration fees. Students will be responsible for the entire balance in the case of default. Default occurs after 3 consecutive late payments.
I, ___________________ hereby request an installment agreement for the following course:

☐ EMS 201: Emergency Medical Responder       ☐ EMS 202: Emergency Medical Technician

Course Start Date(s): _____________________________________________________________

**Installment Agreement Type** *(please check the program packet or call (800) 728-0209 to obtain information regarding installment plans available)*:

I agree to pay the registration fee of: $______.____ within 30 days prior to the start of class.

I agree to pay tuition every:

☐ Week (Weekly)       ☐ Two Weeks (Bi-Weekly)

with the first payment due on the first day of class in the amount of $______.____ and the same amount being due according to the payment schedule selected above until the balance of tuition is paid in full.

**Select Payment Method**       ☐ Electronic Check       ☐ Money Order       ☐ Credit Card

**Credit Card Information (If Applicable):**

<table>
<thead>
<tr>
<th>Name On Card:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Number:</td>
</tr>
<tr>
<td>Expiration Date:</td>
</tr>
<tr>
<td>Card Verification Code:</td>
</tr>
<tr>
<td>Billing Address:</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State:</td>
</tr>
<tr>
<td>Zip Code:</td>
</tr>
</tbody>
</table>

I agree to have my card or bank account debited for the amount above until the balance is paid in full.

Signature: ________________________________________________ Date: ________________

*(If you have any questions regarding this form or the installment amounts and due dates, please check the program packet or call us at (800) 728-0209.)*
A. 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.

B. 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.

C. Neither students nor instructors may text, receive or make calls while class is in session. If an instructor or student needs to take a call, they must leave the classroom to take the call. Violation is subject to the disciplinary process.
A. Generally, attendance shall be program specific at the discretion of the department and/or Program Director. 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. In the event of an extended absence, a student may be dismissed from the program.
A. 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:

<table>
<thead>
<tr>
<th>Duration of Class</th>
<th>Withdrawal Deadline to Receive 100% Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-10 calendar days</td>
<td>1 day</td>
</tr>
<tr>
<td>11-50 calendar days</td>
<td>3 days</td>
</tr>
<tr>
<td>51-100 calendar days</td>
<td>7 days</td>
</tr>
<tr>
<td>101+ calendar days</td>
<td>10 days</td>
</tr>
</tbody>
</table>

B. Cancelled classes: In the event that class is cancelled, students are entitled to a 100% refund irrespective of the table in 7-701(A) above.

C. Non-Attendance, Non-Access, & Non-Acceptance: 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: Students must fill out a refund request form in order to have the refund processed. This form along with other information provided by the student, general refund policy in this policy and specific program guidelines shall be taken into consideration when making the decision regarding whether a refund shall be processed or not.

E. Exceptions: Exceptions are not generally granted, except for extremely extenuating circumstances.

G. Registration fees are non-refundable.
I, ___________________ hereby request a return of my course tuition and/or registration in the amount of $________.____ for the following course(s):

(Check All That Apply)
- CPR 101: CPR/AED: Adult, Pediatric & Infant (Workplace/Community)
- CPR 201: CPR for the Healthcare Professional: Basic Life Support (BLS)
- BFA 101: Basic First Aid: Adult, Pediatric & Infant
- BBP 101: Bloodborne Pathogens
- EMS 200: How to Be Successful as an EMT
- EMS 201: Emergency Medical Responder
- EMS 202: Emergency Medical Technician
- EMS 203: EMT Refresher
- EMS 204: EMT-Basic Challenge Course
- EMS 205: ACLS Provider Course
- EMS 210: EMS Instructional Strategies

Course Start Date(s): _____________________________________________________________

______________________________________________________________________________

Your Billing Address: _____________________________________________________________

City, State/Zip Code: _____________________________________________________________

Name on Credit Card (If Applicable): ________________________________________________

Last 4 Digits of Card Number Used to Make Payment (If Applicable): ________________

Reason for Request
- Serious illness or injury (attach physician’s statement)
- Never attended class
- Serious illness or injury of a an immediate relative (attach appropriate documentation)
- Student Death (attach appropriate documentation)
- Non-Access or Non-Use
- Military deployment (attach appropriate documentation)
- Other (Please Specify): _________________________________________________________

I hereby certify that the above statements are true to the best of my knowledge and that I have read and understand the general and program specific refund policy.

Signature: ___________________________ Date: ________________
EMS University
Standard Operating Guidelines
Examinations & Item Writing Process 7-801

A. Definition – Item writing is how questions are written into examinations.

B. Purpose – Proper item writing helps students to achieve scores which are fairer, more equitable, and in line with the required regulatory arena of accreditation, state and federal organizations who might oversee the examination process. Additionally, well-written items help to foster a positive learning environment and helps students to concentrate on the topics within the exam. Finally, proper item writing ensures an examination process which tests the students comprehension of the topics covered in the course versus general knowledge or logic.

C. Process – EMS University shall ensure that all questions used for examination purposes are reviewed by at least 2 instructors prior to providing them for use. The Program Manager and/or Program Director may be used to meet this requirement. The Program Manager shall be responsible for ensuring the application of proper examinations to the students within the respective program.

D. Standards – EMS University, hereby incorporates the CECBEMS Item Writing Standards, (Revised 7/16/2010) as outlined below:

- All multiple-choice items consist of two basic parts, the stem and the responses. The stem is the question that seeks a correct answer. Each stem should address only one problem or content area. The responses are suggested answers that complete the question asked in the stem. Only one of the responses can be the correct answer and the others are considered the distractors.  

- The stem should be clear and verbally uncomplicated. It should provide enough information for the reader to anticipate the answer before reading the responses.

- Construct the stem to be either an incomplete statement or a direct question.

- Avoid repetition of words in items. Include in the stem all words that would have to be repeated in each of the responses.

- Avoid negatively stated items. Negatives in the stem usually require that the answer be a false statement. Because students are likely searching for true statements, this may introduce an unwanted bias.

- Make all incorrect responses plausible and attractive. Avoid using humor and superfluous wording as they indicate incorrect responses and fail to test the student's knowledge of the subject matter.

- Responses should be uniform in length and devoid of unnecessary technical wording. Avoid making the correct response longer and more technical than the distractors.
• The writer should balance the placement of correct responses throughout the exam.

• “All of the Above” and “None of the Above” type answers never truly indicate if the student knows the correct answer. None of the above answers indicate only that the students recognize wrong answers. Questions that include “All or None of the Above” response items will not be accepted.

• “True or false” questions do not test the students understanding of a concept or mastery of subject matter. “True or False” questions will not be accepted.

• Keep each exam item independent so as not to reveal the answer to another item in the wording of an item.

• In a multiple-choice item, the correct response must clearly stand out as the one that experts in the field would recognize as the best answer.

• Distractors should represent unsafe practices or commonly held misconceptions and should be plausible.

• Items should be written to assess knowledge of meaningful facts and concepts, not trivial information.  

• Each item should be specific enough to pose only one question or problem and each distractor must be related to that question.

Test Validity:

• Test questions must be directly related to the objectives outlined at the beginning of the presentation.  

• CECBEMS requires a minimum of three post-test items per stated objective.

• Overall, greater than half of all the post-test items must require higher order thinking where respondents will need to apply information that they were provided in the presentation material. The remainder of the items should be recall of information from the lectures, discussions and text.
References:


A. Definition – Student examinations are composed of items properly written under the policy described within this Chapter (8), Title 7.

B. Purpose – Student examinations are utilized by instructional staff to measure student performance throughout the course. Examinations test whether the student is competent in the material instructed throughout the course.

C. Process – Examinations may be oral, written or measured during practical performance. Examinations are administered at a programmatic level, meaning that there may be a variety of differing processes involved depending on the program instructed. In all cases, the examination process shall be disclosed to the students at the beginning of the course.

D. Grading – The instructor shall explain to the student whether they have passed or failed an examination as soon as possible within a reasonable time frame.

E. Remediation – The process of remediation is recommended to the various departments to ensure that a student who has failed an examination has the opportunity to learn from their mistakes. However, remediation is generally not recommended for midterm and final examinations, unless the course is of the introductory level. These are recommendations only, however.

F. Retaking an Exam – Failure of an examination may require the student to retake the examination during their class lecture period. They may miss additional material as a result of examination failure. Students are expected to understand that this is a potential consequence of examination failure. This is neither a requirement incumbent upon the program nor a right of the student, unless so identified within the program.
A. Students are expected not to cheat and to conduct themselves during class without unfair advantage over other students. Those caught cheating may be penalized.

B. Penalties for such infraction may include all available measures up to and including expulsion from the program.

C. For purposes of this section, suggesting to instructors or other students to cheat shall be considered cheating.
A. Purpose - Clinical

B. Process –

C. Instructor Requirements

D.
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. One of the following:
   a. Associates Degree or higher from an accredited college or university or at least 2 years of full-time study or the equivalent from an accredited college or university with a cumulative GPA of 2.0 or higher.
   b. ASSET Score of 40 or higher or COMPASS Score of 84 or higher or ACCUPLACER Score of 71 or higher
   c. ASSET Score of less than 40, but higher than or equal to 39 or COMPASS Score of less than 84, but higher than or equal to 82 or ACCUPLACER score of less than 71, but higher than or equal to 70. It is also REQUIRED to take EMS200 (How to be Successful in an EMT Program) prior to or within the first month of entry.
   d. ASSET Score of less than 39, but higher than or equal to 36 or COMPASS Score of less than 82, but higher than or equal to 70 or ACCUPLACER score of less than 70, but higher than or equal to 53. It is also REQUIRED to take EMS 200 (How to be Successful in an EMT Program) prior to or within the first month of entry and EMS 201 (Emergency Medical Responder) prior to entry.

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. 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. In no case will EMS University offer job placement or guarantee job placement.
2. Applicants must pay the registration and tuition fees.
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 required prior to externship participation - (must be 5 panel or greater and completed within 3 months prior to the program start).
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. DPS Fingerprint clearance Card - required prior to externship participation – not required prior to entry, but required prior to externship participation.
   a. NOTE: IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS SCHEDULED DUE TO NOT OBTAINING A FINGERPRINT CLEARANCE CARD OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.
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 Arizona Administrative Code R9-25-313.

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. One of the following:
   a. Associates Degree or higher from an accredited college or university or at least 2 years of full-time study or the equivalent from an accredited college or university with a cumulative GPA of 2.0 or higher.
   b. ASSET Score of 40 or higher or COMPASS Score of 84 or higher or ACCUPLACER Score of 71 or higher
   c. ASSET Score of less than 40, but higher than or equal to 39 or COMPASS Score of less than 84, but higher than or equal to 82 or ACCUPLACER score of less than 71, but higher than or equal to 70.
It is also REQUIRED to take EMS200 (How to be Successful in an EMT Program) prior to or within the first month of entry.

d. ASSET Score of less than 39, but higher than or equal to 36 or COMPASS Score of less than 82, but higher than or equal to 70 or ACCUPLACER score of less than 70, but higher than or equal to 53.

It is also REQUIRED to take EMS 200 (How to be Successful in an EMT Program) prior to or within the first month of entry and EMS 201 (Emergency Medical Responder) prior to entry.

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. 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. In no case will EMS University offer job placement or guarantee job placement.

2. Applicants must pay the registration and tuition fees.

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 required prior to externship participation - (must be 5 panel or greater and completed within 3 months prior to the program start).

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;
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11. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;
12. DPS Fingerprint clearance Card - required prior to externship participation – not required prior to entry, but required prior to externship participation.
   a. NOTE: IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS SCHEDULED DUE TO NOT OBTAINING A FINGERPRINT CLEARANCE CARD OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.

Section III: Student Attendance

A. The EMS University EMT Course consists of a total of 180 hours. Specifically, this is a total of 148 hours of didactic instruction, 4 hours of practical examination assistance, 16 hours of clinical rotations and 12 hours of vehicular rotations (28 hours externship total). Students shall be required to document 10 patient contacts at minimum. This requirement may be increased at the discretion of the instructor. 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 Arizona Department of Health Services, Bureau of EMS education standards. A student is not permitted to be absent from the course. Students who miss more than 10 hours from the class 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. EMS University does not allow leaves of absences. 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 75% 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 75% 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 75% on an examination (with the exception of the final examination and midterm examinations) will be required to remediate. This percentage requirement may be increased at the discretion of the Program Director or designee with reasonable notice to the student.

C. Students who score lower than the minimum of 75% 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 Director 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 final EMT final with a grade of 75% or higher in order to pass the course.

B. This program follows the Arizona Department of Health Services requirement that during a final examination, “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. (AZ DHS Rules R9-25-304).

C. EMS University will administer a final written examination and a final comprehensive practical skills examination for the EMT course as per AZ DHS Rules. 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 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 b. Enable a student to meet NREMT registration requirements. (AZ DHS Rules, R9-25-306). Successfully passing the NREMT examination is required for state certification.
D. The student must be at least 18 years of age to take the EMT Course Final Examination.

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, 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 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.

Section VIII: Student Records

A. Student Records - EMS University 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 - EMS University 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 EMT Course.

C. **Federal and State Regulations** – EMS University complies with state and federal regulations governing confidentiality, privacy and security.
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 EMS University EMT Course.
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 Arizona Administrative Code R9-25-313.

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.

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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. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms.
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12. DPS Fingerprint clearance Card - required prior to externship participation – not required prior to entry, but required prior to externship participation.

a. NOTE: IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS SCHEDULED DUE TO NOT OBTAINING A FINGERPRINT CLEARANCE CARD OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.

Section III: Course Information

A. Course Content

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Course Introduction and Overview</td>
</tr>
<tr>
<td>1</td>
<td>Emergency Medical Care Systems, Research and Public Health</td>
</tr>
<tr>
<td>2</td>
<td>Workforce Safety and Wellness of the EMT</td>
</tr>
<tr>
<td>3</td>
<td>Medical, Legal, and Ethical Issues</td>
</tr>
<tr>
<td>4</td>
<td>Documentation</td>
</tr>
<tr>
<td>5</td>
<td>Communication</td>
</tr>
<tr>
<td>6</td>
<td>Lifting and Moving Patients</td>
</tr>
<tr>
<td>6</td>
<td>Lab: Lifting and Moving Patients</td>
</tr>
<tr>
<td>1-6</td>
<td>Review: Chapters 1-6</td>
</tr>
<tr>
<td>1-6</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>7</td>
<td>Anatomy, Physiology, and Medical Terminology</td>
</tr>
<tr>
<td>7</td>
<td>Anatomy, Physiology, and Medical Terminology</td>
</tr>
<tr>
<td>8</td>
<td>Pathophysiology</td>
</tr>
<tr>
<td>9</td>
<td>Life Span Development</td>
</tr>
<tr>
<td>7-9</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>10</td>
<td>Airway Management, Artificial Ventilation, and Oxygenation</td>
</tr>
<tr>
<td>10</td>
<td>Lab: Airway Management, Artificial Ventilation, and Oxygenation</td>
</tr>
<tr>
<td>11</td>
<td>Baseline Vital Signs, Monitoring Devices, and History Taking</td>
</tr>
<tr>
<td>6, 10-11</td>
<td>Lab: Lifting and Moving Patients; Airway Management, Artificial Ventilation,</td>
</tr>
<tr>
<td>12</td>
<td>Scene Size-Up and Oxygenation; Baseline Vital Signs Monitoring Devices, and History Taking.</td>
</tr>
<tr>
<td>13</td>
<td>Patient Assessment</td>
</tr>
<tr>
<td>12-13</td>
<td>Lab: Scene Size-Up and Patient Assessment</td>
</tr>
<tr>
<td>10-13</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>14</td>
<td>Pharmacology and Medication Administration</td>
</tr>
<tr>
<td>15</td>
<td>Shock and Resuscitation</td>
</tr>
<tr>
<td>16</td>
<td>Respiratory Emergencies</td>
</tr>
<tr>
<td>1-16</td>
<td>Lab: Pharmacology and Medication Administration, Review of Previous Skills, Respiratory Emergency Scenarios</td>
</tr>
<tr>
<td>17</td>
<td>Cardiovascular Emergencies</td>
</tr>
<tr>
<td>18</td>
<td>Altered Mental Status, Stroke, and Headache</td>
</tr>
<tr>
<td>16-18</td>
<td>Lab: Respiratory, Cardiovascular and Altered Mental Status Scenarios</td>
</tr>
<tr>
<td>14-18</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>19</td>
<td>Seizures and Syncope</td>
</tr>
<tr>
<td>20</td>
<td>Acute Diabetic Emergencies</td>
</tr>
<tr>
<td>21</td>
<td>Anaphylactic Reactions</td>
</tr>
<tr>
<td>22</td>
<td>Toxicologic Emergencies</td>
</tr>
<tr>
<td>23</td>
<td>Abdominal, Gynecologic, Genitourinary and Renal Emergencies</td>
</tr>
<tr>
<td>24</td>
<td>Environmental Emergencies</td>
</tr>
<tr>
<td>19-24</td>
<td>Lab: Medical Emergencies Scenarios</td>
</tr>
<tr>
<td>25</td>
<td>Submersion Incidents: Drowning and Diving Emergencies</td>
</tr>
<tr>
<td>26</td>
<td>Behavioral Emergencies</td>
</tr>
<tr>
<td>27</td>
<td>Trauma Overview: The Trauma Patient and the Trauma System</td>
</tr>
<tr>
<td>28</td>
<td>Bleeding and Soft Tissue Trauma</td>
</tr>
<tr>
<td>19-26</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>29</td>
<td>Burns</td>
</tr>
<tr>
<td>30</td>
<td>Musculoskeletal Trauma</td>
</tr>
<tr>
<td>31</td>
<td>Head Trauma</td>
</tr>
<tr>
<td>32</td>
<td>Spinal Column and Spinal Cord Trauma</td>
</tr>
<tr>
<td>33</td>
<td>Eye, Face, and Neck Trauma</td>
</tr>
<tr>
<td>34</td>
<td>Chest Trauma</td>
</tr>
<tr>
<td>27-34</td>
<td>Lab: Trauma Skills and Scenarios</td>
</tr>
<tr>
<td>35</td>
<td>Abdominal and Genitourinary Trauma</td>
</tr>
<tr>
<td>36</td>
<td>Multisystem Trauma and Trauma in Special Patient Populations</td>
</tr>
<tr>
<td>37</td>
<td>Obstetrics and Care of the Newborn</td>
</tr>
<tr>
<td>27-37</td>
<td>Lab: Trauma Skills and Scenarios; Obstetrics and Care of the Newborn</td>
</tr>
<tr>
<td>27-36</td>
<td>Exam and Review of Exam</td>
</tr>
<tr>
<td>38</td>
<td>Pediatrics</td>
</tr>
</tbody>
</table>
B. **Course Hours:** The EMS University EMT Course consists of a total of 180 hours. Specifically, this is a total of 144 hours of classroom instruction, 4 hours of practical examination assistance, 16 hours of clinical rotations and 12 hours of vehicular rotations (28 hours externship total). Students shall be required to document 10 patient contacts at minimum. This requirement may be increased at the discretion of the instructor. 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 course is located below. The cost of the course is non-transferrable and subject to change with appropriate notification to the student/applicant. Course costs may include other fees which may fluctuate according to market conditions. The following is an estimate of costs included below:

1. Non-Refundable Registration Fee: $200.00  
2. Tuition (Not Including Registration Fee): $550.00  

**Program Total Cost:** $750.00

3. Books $175.00  
4. Drug Screening $35.00  
5. Hepatitis B Vaccine $75.00  
6. MMR Vaccine $90.00  
7. Varicella Vaccine $125.00  
8. TB Testing $20.00  
9. Fingerprinting $15.00
10. Fingerprint Clearance Card $ 85.00
11. Uniform T-shirt or plain navy blue t-shirt/polo shirt* $ 35.00

Supplemental Estimated Costs: $655.00

12. Blood pressure cuff $ 25.00
13. Stethoscope $ 40.00
14. Penlight $ 5.00
15. Pocket mask with oxygen port $ 15.00

Recommended Materials Estimated Costs Total: $ 85.00

Total: $1,490.00

D. **Course Completion** - The EMT 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. 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 75% will constitute unsatisfactory grades and shall result in failure/expulsion from this EMT Program.

**Section IV: Required & Recommended EMT Books, Equipment and Supplies**

B. Workbook for Prehospital Emergency Care --- ISBN: 013508122X (Required)
C. My Brady Lab (Electronic Resource)
D. EMS Testing (Electronic Resource)
E. Uniform T-Shirt
F. Blood pressure cuff
G. Stethoscope
H. Penlight
I. Pocket Mask

**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** – 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.

**Section VI: Indemnification & Limitation of Liability**

To the fullest extent permitted by law, you agree to defend, indemnify and hold harmless EMS University 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 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 STRONGLY recommends that you obtain and maintain adequate health insurance coverage 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 for any injury 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 VII: Integration
You agree to be bound and this agreement is integrated into the Course Syllabus, Policies and Procedures, and registration terms available at www.arizonaemt.com/?q=terms. This is a complete integration, meaning that no prior oral agreement shall be binding upon these written/electronic agreements.

Section VIII: 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 IX: 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 X: 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 EMS University EMT Course.