

Emergency Medical Services University, LLC Catalog

(Arizona Campuses Only)



EMS University, LLC - Phoenix
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Tempe, AZ 85281
(800) 728-0209 - Phone/Fax

EMS University, LLC - Tucson
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Volume I
Updated March 20, 2025

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

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

Certification & Accreditation

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

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

Locations

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

EMS University, LLC – Main (Phoenix)

501 South 48th Street, Suite 105
Tempe, AZ 85281
(800) 728-0209
www.emsuniversity.com

EMS University, LLC – Tucson

4945 East 29th Street
Tucson, AZ 85711
(800) 728-0209
www.emsuniversity.com

Mission Statement

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

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

History

EMS University, LLC was established in 2003 in Phoenix, Arizona. The Phoenix location is actually in Tempe, close to the center of the Phoenix Metropolitan Area. EMS University, LLC - Phoenix has been providing instruction to EMTs, the general public and healthcare professionals for Basic Life Programs. Our 3000 square foot facility and large/open classroom is ideal for students both learning how to become an EMS Provider and to become a better EMS Professional. Our programs are fun, fast paced, challenging, and rewarding. Finally, it is our desire that you feel comfortable and at home - we think of our students as family and want them to succeed in the classroom and beyond!

EMS University, LLC was established in 2010 in Tucson, Arizona. The Tucson office currently holds instructional classes for BLS and EMT Programs, including both initial EMT classes and EMT Refresher training on a quarterly basis.

Institutional Ownership

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

Governing Board Members/Board of Directors

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

Advisory Committee

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

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

Ruben Major
Jennifer Major
Jonathan Thompson
Daniel Kramer

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

Accreditation

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

Facilities and Equipment

EMS University, LLC – Phoenix

The Phoenix facility is approximately 3000 square feet and sectioned off into two classrooms. The primary classroom can hold up to 50 students, while the secondary classroom can hold approximately 15 students. There is an additional storage room which holds equipment for our programs as well as a small office/printing area which houses office and printing materials. The facility offers a kitchen area as well as bathrooms for students.

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

EMS University, LLC – Tucson

The Tucson facility is approximately 2400 square feet and holds one classroom. The main classroom can hold up to 35 students and secondary classroom can hold up to 20 students. There is a large storage room which holds equipment for our programs as well as breakout rooms and a small office/printing area which houses office and printing materials. The facility offers a break room as well as bathrooms for students.

The Tucson facility holds equipment primarily for its CPR, First Aid, and EMT programs. Additionally, EMS University, LLC – Phoenix has equipment for other Basic Life Support (“BLS”) programs. Equipment includes, but is not limited to a mannequins, oxygen masks

and bags, spine boards, mast pants, as well as general bandaging and bleeding control equipment.

General Admission Requirements

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

Admissions Process

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

Special Needs/Students with Disabilities

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

Non-Discrimination

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

Transfer of Credit/Hours

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

Financial Assistance

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

Support Services

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

Student to Faculty Ratio

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

Classroom/Lecture: 1 Instructor for every 50 students

Laboratory: 1 Instructor for every 24 students

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

Minimum Grading Criteria

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

Requirements for successful completion of courses generally:

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

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

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

Satisfactory Academic Progress

Students must maintain a GPA of 3.0 (80%) or higher in order to graduate from EMS University. Students who fail a course may re-enroll twice in that same course until a passing grade of 80% or higher is achieved within a 5-year period. If a student is unable to achieve these requirements, they will not be considered progressing satisfactorily and may face discontinuation of educational benefits. It should be noted that since 80% is a B average, a GPA of 3.0 (80%) or higher is required.

Graduation

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

Family Education Rights and Privacy Act (FERPA)

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

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

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

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

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

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

- *School officials with legitimate educational interest;*
- *Other schools to which a student is transferring;*
- *Specified officials for audit or evaluation purposes;*
- *Appropriate parties in connection with financial aid to a student;*
- *Organizations conducting certain studies for or on behalf of the school;*
- *Accrediting organizations;*
- *To comply with a judicial order or lawfully issued subpoena;*
- *Appropriate officials in cases of health and safety emergencies; and*
- *State and local authorities, within a juvenile justice system, pursuant to specific State law.*
- *Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible*

students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

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

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

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

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

Annual Review of Policies

Annual Review of Policies: EMS University, LLC reviews these Policies on at least an annual basis (and updates as needed) to ensure continued compliance with Arizona State Requirements.

Student Records

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

Successful Completion of Participants

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

they completed the requisite CE in the appropriate subject and level provided during the course.

Medical Records

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

Attendance Reporting

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

1. Internal Reporting: Unless otherwise indicated, for in person classes taught, attendance shall be collected on an attendance sheet and the attendance sheet shall be placed in file in perpetuity/in conformity with A.A.C. R4-39-401 to ensure adequate record keeping. The attendance sheet shall indicate the date, name of the students attending and name of the course;
2. Governmental Reporting (Arizona Department of Health Services AZDHS, National Registry) : Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the governmental agency and may contain a record of the student's social security number, address, phone number, score reporting (as indicated), state certification number & state of certification (if applicable). This information may be collected electronically and stored in file in perpetuity/in conformity with A.A.C. R4-39-401. This information shall be reported to the appropriate agency as required by the agency requiring the information.
3. Accreditation Reporting (Commission on Accreditation for Pre-Hospital Continuing Education CAPCE): Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the accreditation body and may contain a record of the student's email address, residential address, type/level of license/certification, license/certification expiration date, NREMT registration number (if student is NREMT), NREMT re-registration date (if student is NREMT), Number of Continuing Education Hours ("CEH"), Category of CEH. This information may be collected electronically and stored in file in perpetuity/in conformity with A.A.C. R4-39-401. This information, along with the information may be collected in hard copy form and electronically cataloged in XML or other appropriate format and submitted as required by the agency requiring the information.

Grade Reports/Transcripts

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

Copyright and/or Trademark Violations

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

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

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

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

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

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

Student Conduct

Attendance

Students are expected to be present for class for at least 80% of the time for which the course is required. Specific program and/or course requirements may require the student to be in class longer, but in no case will a student be permitted to miss more than 80% of class in order to graduate.

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

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

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

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

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

Code of Conduct

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

Cheating

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

Probation & Academic Probation

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

Suspension & Termination

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

Student Grievance Policy

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

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

C. Informal Process

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

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

D. Formal Process - Step One: Summary Decision

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

E. Formal Process – Step Two: Hearing Requested

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

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

E. Grievance Committee

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

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

If the complaint can not be resolved after exhausting the institutions grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Adams Street, #3008, Phoenix, AZ 85007, phone # 602-542-5709, website address: www.azppse.gov

Student Services

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

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

Academic Calendar/Schedule

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

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

Credit vs Clock Hours

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

General Refund Policy

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

Percentage of Class Elapsed	Refund Amount
Before 3 Day Cancellation Period	100%
After 3 Day Cancellation Period, but 10% or Less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund

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

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

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

E. Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid.

Course Materials Non-Refundable

Distribution of course materials may include the following items: 1. Book or eBook; 2. Uniform Shirts; 3. Stethoscope; 4. Penlight; 5. Pocket Mask; 6. EMS Universal Education Online; 7. Blood Pressure Cuff; 8. Scissors; 9. Clinical/Vehicular Scheduling Software. In the event that a student cancels or withdraws from class, a service fee of \$500 will be deducted from the refund.

Continuing Education Courses Refund Policy

A. In addition to the General Refund Policy, the following policy applies only to continuing education courses:

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

Late Payments/Penalties

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

EMS University, LLC Director and Manager Team

Ruben Major, Chief Executive Officer

Position

Chief Executive Officer & Nationwide EMS Program Director

Credentials

EMT-B, Mesa Community College (2000)

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

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

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

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

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

Location

EMS University - Phoenix



Biography

Ruben began his career in Emergency Medical Services in 2000. He holds a Master's Degree in Military History and has experience as a Paramedic and EMS Supervisor in the field. He has taught CPR and First Aid Programs for several years. Ruben spent 2 years as Program Director for an EMS/Paramedic Program in the valley prior to working as Program Director for EMS University in Phoenix, Arizona. Ruben has published several articles on public safety and Emergency Medical Services in several prominent magazines and is responsible for creating the nation's first Native American APCO EMD Program. Ruben holds a Juris Doctor from Concord Law School. He enjoys astronomy, bicycling, hiking, other outdoor activities, and spending time with his family.

Jennifer Major, Executive Vice President

Position

Executive Vice President of EMS University, LLC

Credentials

EMR EMS University (2013)

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

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

Location

EMS University - Phoenix

Biography

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

participates in multiple volunteer and charity opportunities, working with charities, domestic violence shelters, UMCOR, Soldier's Angels, food banks, educational facilities, animal shelters, and other venues to aid in the betterment of humankind.

Jonathan Thompson, Vice President of Operations

Position

Corporate Compliance Officer

Credentials

EMT-B, Glendale Community College (2008)

Location

EMS University - Phoenix

Biography

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

Daniel Kramer, Program Director

Position

EMS Program Director

Credentials

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

Location

EMS University - Phoenix

Biography

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

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

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

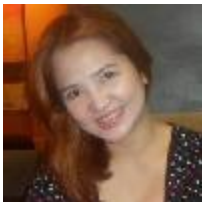
Victoria Yu, Administrative Lead

Position

Administrative Lead of EMS University, LLC

Location

EMS University - Phoenix



Biography

You can call me Vicky. I'm very hardworking, dedicated and I always do my best. I've worked in four different call centers in Manila. I have been in customer service for 15 years now in different fields. I studied in Trinity College in Quezon City and took several courses HRM, Basic computers, and perfume making for a part time business. I have also managed a food business for 8 years in the past. My goal is to always keep our customers happy, satisfied and fulfilled. I am a people person and give priorities to my work and my customers. My favorite quote: *"Success is peace of mind which is a direct result of self-satisfaction in knowing you did your best to become the best you are capable of becoming"*. My job as an Administrative Lead is to assist our students through phone, email, and live chat support regarding class requests, payments, inquiries, and to assist with any other questions surrounding our training program.

EMS University, LLC Instructors/Faculty

Brayden Tavrytzky

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- Medical Supervisor at Wilderness Medics Inc. | Phoenix, United States (01/2020 – present)
- EMT-Firefighter at BPL Plasma | Flagstaff, United States (01/2020 – 01/2022)
- Ski Patrol at Arizona Snowbowl | Flagstaff, United States (01/2018 – 03/2020)

Brooke Hamlet

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- Associate Faculty at Eastern Arizona College (2006 to 2018)
- Medical Laboratory Technologist at Mount Graham Regional Medical Center (2000/ to 2015)
- Phlebotomy Supervisor at Mount Graham Regional Medical (2010/2015)
- Emergency Medical Technician at AZRD (2013-2023)
- Medical Laboratory Technologist at Cobre valley (2016-2018)
- Medical Laboratory Technologist at San Carlos Regional Medical Center (2018-2022)
- Safety Specialist EMT mine rescue at Capstone Copper Pinto Valley (2021-current)

Chad Isaiah Brown

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- Security/EMT at Freeport McMoRan (June 2022 to present)
- EMT at Midwest Medical Transport (April 2015 to May 2022)

Daniel Kramer

Paramedic (Current AZ Certification)

EMS Instructor Certified

Experience:

- Fire Chief / Emergency Management Coordinator at Windcrest Fire Department, Windcrest, TX (March 2019 - Present)
- Driver-Pump Operator/EMT-Basic at Leander Fire Department, Leander, TX (October 2017 – April 2019)
- Firefighter/EMT-Basic at Leander Fire Department, Leander, TX (September 2016 - October 2017)
- Adjunct Faculty - Structural Firefighter Academy at San Antonio College, San Antonio, TX (October 2017 - Present)
- Worldwide Protective Services Technician at Texas Instruments, Dallas, TX (November 2015 - September 2016)
- Emergency Management Program Specialist at Guadalupe County Office of Emergency Management, TX (April 2014 - December 2016)
- Licensed Paramedic at Blanco County ESD 2, Blanco, TX (March 2014 - Present)

Jonathan Thompson

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- EMS University – Vice President of Operations (January 2022 to Present)
- EMS University – Corporate Compliance Officer (January 2016 to December 2021)
- EMS University – Instructor (May 2013 to January 2016)
- Gila River EMS – EMT (January 2016 to Present)
- PMT- EMT (July 2010 to Present)
- United Blood Services- Phlebotomist (May 2008 to February 2009)
- Midway Nissan- Sales Consultant (November 2007 to February 2008)
- Surface Doctor- Sales Manager (March 2006 to January 2007)
- Autovin Inc.- Field manager/Inspector (September 2003 to January 2006)

Kenneth Silverwind

Paramedic (Current AZ Certification)

EMS Instructor Certified

Experience:

- G4S Private Security - Douglas, Arizona. Armed Security / Custom Protection Officer / Medical Responder. October 2019 – Current.
- Arizona Ambulance Transport – Sierra Vista, Arizona. Training Officer / Instructor / Paramedic. April 2017 - October 2019.

- Sonoita Elgin Fire Department – Sonoita, Arizona. EMT - Paramedic / Firefighter. October 2015 - November 2017.
- White Tiger Korean Martial Arts Academy - Sierra Vista, Arizona. Floor Master - Instructor. June 2018 - Present.
- Sierra Vista Medical Group / Canyon Vista Medical Center. EMT/Physician Transcriptionist. 2014-2015.
- ICSave Volunteer Medical / Course Instructor. 2019 to Present. (Integrated Community Solutions To Active Violence Events). Founder & Instructor.

Larry Anderson

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- 11/10/1987 to 11/19/2013 - Fire Chief / Emergency Manager, Self Employed Safety & Compliance Professional Larry Anderson
- 02/01/2006 to 02/02/2016 - Adjunct Instructor, Dan Rand
- 07/28/2018 - CTE Instructor, Arizona Department of Education
- 05/16/2019 - CTE Instructor, Arizona Department of Health Services
- 02/08/2023 - EMS Instructor, Larry Anderson / Specialized Induction Training

Michele Mooney

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- October 2022 to February 2023 - EMT/Security Officer, Royal Oaks, Sun City, AZ
- January 2022 to October 2022 - Emergency Medical Dispatcher, Global Medical Response, AMR, Phoenix, AZ
- January 2018 to October 2021 - Emergency Medical Technician, Maricopa Ambulance, Phoenix, AZ
- October 2017 to January 2018 - Patient Care Technician II/Patient Sitter, HonorHealth Deer Valley Medical Center, Phoenix, AZ
- April 2017 to October 2017 - Emergency Medical Technician, AMR Lifeline Ambulance, Mesa, AZ
- January 2000 to February 2002 and December 2002 to April 2009 - Health Unit Coordinator, John C Lincoln Deer Valley Medical Center, Phoenix, AZ

Phillip Preston

EMT (Current AZ Certification)

EMS Instructor Certified

Experience:

- Recovery Innovations - Phoenix, AZ: Wellness Coach - February 2017 to April 2018
- Firefighter/EMT, Phoenix Fire - Phoenix, AZ: Firefighter - September 1996 to May 2016
- Desert Living Renovations - Phoenix, AZ: Renovations Specialist - May 2012 to May 2013
- Community Bridges - Phoenix, AZ: EMT/BHT - March 2012 to May 2012
- RED Shirt Program, Phoenix Fire - Phoenix, AZ: Volunteer Firefighter - May 1995 to September 1996
- EMS University EMT Instructor 2019 to Present

Ruben Major

Paramedic (Current AZ Certification)

EMS Instructor Certified

Experience:

- Chief Executive Officer, Emergency Medical Services University, LLC, San Diego, CA, 2003-Present
- Editor in Chief, EMS Wire, Nationwide, 2016-Present
- Contributing Writer, The Hill, Washington, DC, 2016-2017
- Director of EMS/Paramedic Program, Fortis College - Phoenix, Phoenix, AZ, 2008-2009
- EMS Supervisor/EMS Battalion Chief, Gila River Indian Community Emergency Medical Services, Sacaton, AZ, 2006-2008
- EMT-Paramedic, Gila River Indian Community Emergency Medical Services, Sacaton, AZ, 2001-2006
- EMT-Paramedic, Maryvale Hospital and Medical Center, Phoenix, AZ, 2005-2005
- EMT-Paramedic, Professional Medical Transport, Tempe, AZ, 2000-2002
- EMT-Paramedic, Paramedics Unlimited, Inc., Phoenix, AZ, 2000-2003
- EMT-Basic/Security, Casino Arizona, Scottsdale, AZ, 2000-2001
- EMT-Basic/Driver, Comtrans Ambulance, Phoenix, AZ, 1999-2000.

Basic Life Support (“BLS”) Department

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

Program Educational Objectives

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

Admissions Requirements

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

Transfer of Credit Policy

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

Program of Study

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

Minimum Grade Required

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

BLS Course Descriptions

BFA 101: Basic First Aid

Prerequisites: None

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

Course Hours: 2-4 Depending on Format

BBP 101: Bloodborne Pathogens

Prerequisites: None

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

Course Hours: 2

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

Prerequisites: None

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

Course Hours: 2-4 Depending on Format

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

Prerequisites: None

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

Course Hours: 2-4 Depending on Format

Emergency Medical Services (“EMS”) Department

Unless otherwise specifically stated, all EMS Department Programs are vocational.

Program Educational Objectives

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

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

Admissions Requirements

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

Transfer of Credit Policy

There is no transfer of credit provided for programs within the EMS Program because such programs are regulated by the government and/or national certifying body with

regard to specific hours required for each class in order for the student to obtain certification later.

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

Program of Study

The EMT program of study includes all the content identified in the EMT Program Disclosure Documents as required by the Arizona Department of Health Services, Bureau of EMS.

Minimum Grade Required

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

Emergency Medical Technician (“EMT”) Program



EMT Program Disclosure Statements Emergency Medical Services University, LLC

Section I: Program Responsibilities

- A. EMS University, LLC 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. Pass the EMSU Reading Assessment Test or achieve the appropriate score on a comparable reading assessment examination to verify reading comprehension at the ninth grade level (see Table below):

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

C. Miscellaneous Requirements:

1. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms. Note: The state may require graduates to become 18 years of age before being certified as an EMT.
 - 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, LLC 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, LLC CPR for the Healthcare Provider;
 - b. AHA Healthcare Provider certification;

- c. ASHI CPR Pro;
- d. American Red Cross Professional Rescuer CPR certification.
- 5. 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).
- 6. 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.
- 7. MMR vaccination or immunity – not required prior to entry, but required prior to externship participation;
- 8. Varicella vaccination or immunity – not required prior to entry, but required prior to externship participation;
- 9. Tetanus/Diphtheria vaccination within the last 10 years or immunity – not required prior to entry, but required prior to externship participation;
- 10. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;
- 11. 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

Chapter	Subject
N/A	Course Introduction and Overview
1	Emergency Medical Care Systems, Research and Public Health
2	Workforce Safety and Wellness of the EMT
3	Medical, Legal, and Ethical Issues
4	Documentation
5	Communication
6	Lifting and Moving Patients
6	Lab: Lifting and Moving Patients
1-6	Review: Chapters 1-6
1-6	Exam and Review of Exam

7	Anatomy, Physiology, and Medical Terminology
7	Anatomy, Physiology, and Medical Terminology
8	Pathophysiology
9	Life Span Development
7-9	Exam and Review of Exam
10	Airway Management, Artificial Ventilation, and Oxygenation
10	Lab: Airway Management, Artificial Ventilation, and Oxygenation
11	Baseline Vital Signs, Monitoring Devices, and History Taking
6, 10-11	Lab: Lifting and Moving Patients; Airway Management, Artificial Ventilation, and Oxygenation; Baseline Vital Signs Monitoring Devices, and History Taking.
12	Scene Size-Up
13	Patient Assessment
12-13	Lab: Scene Size-Up and Patient Assessment
10-13	Exam and Review of Exam
14	Pharmacology and Medication Administration
15	Shock and Resuscitation
16	Respiratory Emergencies
1-16	Lab: Pharmacology and Medication Administration, Review of Previous Skills, Respiratory Emergency Scenarios
17	Cardiovascular Emergencies
18	Altered Mental Status, Stroke, and Headache
16-18	Lab: Respiratory, Cardiovascular and Altered Mental Status Scenarios
14-18	Exam and Review of Exam
19	Seizures and Syncope
20	Acute Diabetic Emergencies
21	Anaphylactic Reactions
22	Toxicologic Emergencies
23	Abdominal, Gynecologic, Genitourinary and Renal Emergencies
24	Environmental Emergencies
19-24	Lab: Medical Emergencies Scenarios
25	Submersion Incidents: Drowning and Diving Emergencies
26	Behavioral Emergencies
27	Trauma Overview: The Trauma Patient and the Trauma System
28	Bleeding and Soft Tissue Trauma
19-26	Exam and Review of Exam
29	Burns
30	Musculoskeletal Trauma
31	Head Trauma

32	Spinal Column and Spinal Cord Trauma
33	Eye, Face, and Neck Trauma
34	Chest Trauma
27-34	Lab: Trauma Skills and Scenarios
35	Abdominal and Genitourinary Trauma
36	Multisystem Trauma and Trauma in Special Patient Populations
37	Obstetrics and Care of the Newborn
27-37	Lab: Trauma Skills and Scenarios; Obstetrics and Care of the Newborn
27-36	Exam and Review of Exam
38	Pediatrics
39	Geriatrics
38	Lab: Pediatric Skills and Scenarios
40	Patients with Special Challenges
41	Ambulance Operations and Air Medical Response
42	Gaining Access and Patient Extrication
37-40	Exam and Review of Exam
43	Hazardous Materials
44	Multiple Casualty Incidents and Incident Management
45	Response to Terrorism Involving Weapons of Mass Destruction
41-45	Exam and Review of Exam
1-45	Course Review
1-45	Lab: Scenarios and Skills Review
1-45	Final Exams
A-1	ALS Assist & Pharmacology

B. **Course Hours:** EMS University, LLC EMT Course consists of a minimum of 148 hours which may include 36 hours of clinical/externship rotations are required. Students will be required to obtain at least 10 patient contacts prior to course completion. 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.

1. **Regular Format Sessions:** Sessions where the scheduled in-class instruction is completed in greater than 80 calendar days are considered regular sessions.
2. **Accelerated Format Sessions:** Sessions where the scheduled in-class instruction is completed in greater than 40 days or less than 80 calendar days are considered Accelerated sessions.

3. **Fast Track Format Sessions:** Sessions where the scheduled in-class instruction is completed 40 calendar days or less and greater than 21 calendar days are considered Fast Track sessions.
4. **Boot Camp Format Sessions:** Sessions where the scheduled in-class instruction is completed in less than 21 calendar days are considered Boot Camp sessions.
5. **Alternative Formats:** Boot Camp, Fast Track, and Accelerated sessions require a total of 144 hours of classroom instruction which may include 36 hours of externship hours.

Session Type	Calendar Days
Regular	80 or more
Accelerated	41 to 80
Fast Track	22 to 40
Boot Camp	21 or less

B. **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. Some course costs may include other fees which may fluctuate according to market conditions.

1. Registration Fee: \$50.00
2. Tuition (Includes Books / Materials, but does not include Registration Fee):
 - A. Regular Session or; \$1,245.00
 - B. Accelerated Session or; \$1,545.00
 - C. Fast Track Session. \$1,845.00
 - D. Boot Camp Session \$2,845.00

Other Estimated Costs

3. Drug Screening \$ 35.00
4. Hepatitis B Vaccine \$ 75.00
5. MMR Vaccine \$ 90.00
6. Varicella Vaccine \$ 125.00
7. TB Testing \$ 25.00
8. Fingerprinting \$ 20.00

9. Fingerprint Clearance Card \$ 85.00

Total Estimated Costs \$1,625.00 - \$3,225.00

Course Materials Non-Refundable

Distribution of course materials is non-refundable and may include the following items: 1. Book or eBook; 2. Uniform Shirts; 3. Stethoscope; 4. Penlight; 5. Pocket Mask; 6. EMS Universal Education Online; 7. Blood Pressure Cuff; 8. Scissors; 9. Clinical/Vehicular Scheduling Software. In the event that a student cancels or withdraws from class, a service fee of \$500 will be deducted from the refund.

Note: The total charges listed above cover the entire educational program and are the same as a period of attendance.

**Students are required to own supplemental materials for use in class, but may either purchase these items from EMS University, LLC or elsewhere.*

- D. **Payment Plans** – EMS University, LLC offers students the opportunity to pay their tuition by the course Midterm date for a one time \$250 financing fee. If full payment for tuition is not received prior to the Midterm, the student may be dismissed.
- E. **Course Completion** - The EMT student is required to achieve an overall average minimum grade average and final examination score of 80% or greater in order to pass the course. A grade average of less than 80% will constitute unsatisfactory grades and shall result in failure/expulsion from this EMT Program.

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

- A. AAOS Textbook 11th Edition (ISBN: 978-1284080179)
- B. EMS University (Electronic Resource)
- C. Uniform T-Shirt
- D. Blood pressure cuff
- E. Stethoscope
- F. Penlight
- G. 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.
- C. **Disability** – Prior to or upon the start date of the course, the EMT student shall provide EMS University, LLC with reasonable notice for any reasonable requests to be made via written notice to accommodate for disability. If disability occurs while the student is taking the course, the student shall provide EMSU with reasonable notice within a reasonable amount of time.

Section VI: Indemnification & Limitation of Liability

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

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

SUPPLIER'S TOTAL CUMULATIVE LIABILITY FOR LOSS OR DAMAGE UNDER THIS AGREEMENT EXCEED THE AMOUNT OF FEES PAID BY YOU FOR THE COURSE(S).

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

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

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

Additionally, you agree to indemnify and hold harmless EMS University, LLC for any injury or illness which you may sustain while completing clinical and vehicular assignments at places to include, but not limited to hospitals, clinics, inside ambulances and fire trucks, on medical and traumatic scenes, and other foreseeable places wherein injury may occur.

Section 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.

Emergency Medical Technician (“EMT”) Program



EMT Program Policies and Procedures

Emergency Medical Services University, LLC

Section I: Program Responsibilities

- A. EMS University, LLC 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. Pass the EMSU Reading Assessment Test or achieve the appropriate score on a comparable reading assessment examination to verify reading comprehension at the ninth grade level (see Table below):

Score Range

Prerequisite Class(es)

Assessment

EMSU Reading Assessment	Pass	None
EMSU Reading Assessment	Fail	May Retake Assessment
ACCUPLACER	70+	None
ASSET	39+	None
COMPASS	82+	None

C. Miscellaneous Requirements:

1. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms. Note: The state may require graduates to become 18 years of age before being certified as an EMT.
 - 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, LLC 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, LLC CPR for the Healthcare Provider;
 - b. AHA Healthcare Provider certification;
 - c. ASHI CPR Pro;
 - d. American Red Cross Professional Rescuer CPR certification.
5. 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).
6. 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.
7. MMR vaccination or immunity – not required prior to entry, but required prior to externship participation;
8. Varicella vaccination or immunity – not required prior to entry, but required prior to externship participation;
9. Tetanus/Diphtheria vaccination within the last 10 years or immunity – not required prior to entry, but required prior to externship participation;

10. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;
11. 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 REQUIRED BY THE SCHEDULE 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, LLC EMT Course consists of a total of a minimum of 148 hours, which may include 36 hours of externship rotations. 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 3 or more days from the class may be dismissed and will not receive a refund of course fees.*** Exceptions may be granted at the discretion of the Program Director.
- B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program and for making arrangements with individual instructors for work missed.
- C. Students are required to be on time and stay for the duration of class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of work missed as a result of being late for classes or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.
- D. EMS University, LLC does not allow leaves of absences.
- E. ***Students who are absent more than 3 times may be dismissed from the program.***
- F. Instructors will keep track of hours that students miss in class. These hours will be counted against the student and if cumulatively, in combination with absences result in a total of 3 absences, the student may be dismissed from the class.

Section IV: Grading

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

Section V: Administration of Final Examinations

- A. The student is required to pass the course final EMT final with a grade of 80% 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, LLC administers both a final written examination and a comprehensive practical skills examination for the EMT course in accordance with AZ DHS rules. The final written exam is closed book and consists of 150 multiple-choice questions, with each question containing one absolutely correct answer, two incorrect answers, and one distractor—none of which is “all of the above” or “none of the above.” This exam covers the learning objectives of every course module, and a passing score of 80% is required, with no more than three attempts allowed. In addition, the comprehensive practical skills examination evaluates each student’s technical proficiency to ensure they meet the requirements for NREMT registration, which is mandatory for state certification.
- D. Successfully passing the NREMT examination is required for state certification.
- E. 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 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, LLC 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, LLC.

Section VIII: Student Records

- A. **Student Records** - EMS University, LLC maintains accurate and confidential student records on site and/or electronically. 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, LLC shall keep accurate and confidential student medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, the department requires that all students and staff will comply with HIPAA and follow regulations regarding protected health information when handling any medical records. The

same policies and procedures which govern student records shall apply to student medical records for the EMS University, LLC EMT Course.

- C. **Federal and State Regulations** – EMS University, LLC complies with state and federal regulations governing confidentiality, privacy and security.

Time Limit on Course Completion (Six-Month Deadline)

No student may complete the program or receive a course completion certificate if more than six months have elapsed from the last day of classroom instruction for that course session. If a student does not meet all course requirements (including clinical, field training, final exams, and any required make-up work) within that six-month period, the student is not permitted to graduate.

Emergency Medical Technician (“EMT”) Refresher Program



EMT Refresher Program Disclosure Statements

Emergency Medical Services University, LLC

Section I: Program Responsibilities

- A. EMS University, LLC 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 specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet one of following requirements:
1. Current EMT-B or higher level certification in Arizona or certification, recertification, or licensure at the basic emergency medical technician level or higher level in any other state or jurisdiction.
 2. Current EMT or higher level registration.
 3. Being required by NREMT to complete the Arizona EMT-B refresher to become eligible to seek NREMT registration

C. Miscellaneous Requirements:

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

Section III: Course Information

A. Course Content

Chapter One: Preparatory

➤ **Introduction to Emergency Medical Care**

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

➤ **Well-Being of the EMT**

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

➤ **Medical/Legal and Ethical Issues**

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

➤ **The Human Body**

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

➤ **Baseline Vital Signs and SAMPLE History**

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

➤ **Lifting and Moving Patients**

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

➤ **Evaluation: Preparatory Module**

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

Chapter Two: Airway

➤ **Airway**

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

➤ **Practical Skills Lab: Airway**

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

➤ **Evaluation: Airway Module**

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

Chapter Three: Patient Assessment

➤ **Scene Size-Up**

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

➤ **Initial Assessment**

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

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

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

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

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

➤ **Detailed Physical Exam**

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

➤ **On-Going Assessment**

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

➤ **Communications**

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

➤ **Documentation**

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

➤ **Practical Skills Lab: Patient Assessment**

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

➤ **Evaluation: Patient Assessment Module**

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

Chapter Four: Medical/Behavioral & Obstetrics/Gynecology

➤ **General Pharmacology**

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

➤ **Respiratory Emergencies**

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

➤ **Cardiovascular Emergencies**

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

➤ **Diabetes/Altered Mental Status**

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

➤ **Allergies**

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

➤ **Poisoning/Overdose**

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

➤ **Environmental Emergencies**

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

➤ **Behavioral Emergencies**

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

➤ **Obstetrics/Gynecology**

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

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

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

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

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

Chapter Five: Trauma

➤ **Bleeding and Shock**

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

➤ **Soft Tissue Injuries**

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

➤ **Musculoskeletal Care**

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

➤ **Injuries to the Head and Spine**

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

➤ **Practical Skills Lab: Trauma**

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

➤ **Evaluation: Trauma Module**

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

Chapter Six: Infants & Children

➤ **Infants and Children**

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

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

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

➤ **Evaluation: Infants and Children**

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

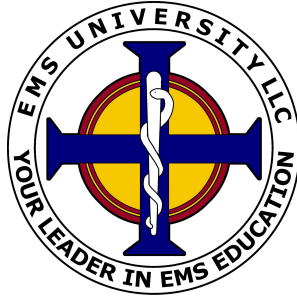
- B. **Course Hours** – Generally speaking, course hours shall be from 8AM to 5PM with a 1 (one) hour break for lunch on Friday, Saturday and Sunday, thus meeting the 24 hour educational requirement for EMT Refresher. Course Hours are subject to change with appropriate notification to the student/applicant.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

Section IV: Required EMT Books, Equipment and Supplies

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

Section V: Notification Requirements

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



EMT Refresher Program Policies and procedures

Emergency Medical Services University, LLC

Section I: Program Responsibilities

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

2. Applicants must pay the registration fee.
3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation.
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 or GED.

Section III: Student Attendance

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

Section IV: Grading

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

Section V: Administration of Final Examinations

- A. The student is required to pass the course final EMT Refresher final with a grade of 75% or higher in order to pass the course.
- B. 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, LLC administers both a final written examination and a comprehensive practical skills examination for the EMT course in accordance with AZ state rules. The final written exam is closed book and consists of 150 multiple-choice questions, with each question containing one absolutely correct answer, two incorrect answers, and one distractor—none of which is “all of the above” or “none of the above.” This exam covers the learning objectives of every course module, and a passing score of 75% is required, with no more than three attempts allowed. In addition, the comprehensive practical skills examination evaluates each student’s technical proficiency to ensure they meet the requirements for NREMT registration, which is mandatory for state certification.
- D. The student must be at least 18 years of age to take the NREMT Examination.

Section VI: Student Conduct

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

Section VII: Media Release

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

Section VIII: Student Records

- A. **Student Records** - EMS University, LLC maintains accurate and confidential student records on site and/or electronically. Students have access to their educational records in accordance with the law. Student records, with certain exceptions, will not be released without prior consent of the student. Students have the right to review and question the content of their educational records. If there are any questions as to the accuracy or appropriateness of the records, an opportunity for a review of the records may be scheduled with administrative staff as necessary. Student files will be kept on record for 5 years before they are deleted.
- B. **Medical Records** - EMS University, LLC shall keep accurate and confidential student medical records in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Additionally, the department requires that all students and staff will comply with HIPAA and follow regulations regarding protected health information when handling any medical records. The same policies and procedures which govern student records shall apply to student medical records for the EMS University, LLC EMT Refresher Course.

EMS Course Descriptions

EMS 200: How to Be Successful in an EMT Program

Prerequisites: None

This course discusses some of the common problems and how to overcome them which relate to enrollment in an EMT course. Additionally, this course will help to prepare the EMT or EMR student for success in their program by providing them with the information to become organized in the course. This course is designed to be taken by EMT students to help them to become more successful in the EMT program.,

Clock Hours: 8

EMS 201: Emergency Medical Responder

Prerequisites: CPR 201 or Equivalent

Formerly titled, First Responder, in addition to the EMT Program, you can also become certified in the state of Arizona as an Emergency Medical Responder. This 48 hour course consists of introductory material into the EMS system and components relating to medical practice in the prehospital field. EMRs understand a great deal relating to both medical and trauma situations, including how to deal with cuts, burns, bites, stings, heart attacks, stroke, diabetes, etc.

Clock Hours: 48

Emergency Medical Technician

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

The EMS University EMT Course consists of a total of 148-172 hours, depending on the format offered. Which may include 36 hours of externship rotations. Course hours are subject to change with appropriate notification to the student/applicant. This course shall meet and/or exceed the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician National Standard Curriculum guidelines and 2009, the National EMS Education Standards as well as meet Arizona Department of Health Services, Bureau of EMS education standards.

Clock Hours: 148-172 Depending on Format

EMT Refresher

Co-Requisites: CPR Certification

Prerequisites: Previous, Current, Expired or Desired EMT Certification

This Arizona Department of Health Services (DHS), Bureau of EMS approved course follows the U.S. Department of Transportation (DOT) National Standard Curriculum for Emergency Medical Technician – Basic Refresher. Students are trained according to the standards outlined above. Students who successfully pass the course, will be presented with a certificate outlining the applicable topic areas. This course can be used towards recertification as an EMT/EMT-Basic for National Registry of Emergency Medical Technicians (NREMT).

Clock Hours: 24-40

EMS 205: Advanced Cardiac Life Support

Prerequisites: None

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

Course Hours: 8-16 (Depending on Format)

Paramedic Refresher

Prerequisites: None

This course follows the U.S. Department of Transportation (DOT) National Standard Curriculum for Paramedic Refresher. Students who successfully pass the course, will be presented with a certificate outlining the applicable topic areas. The course refreshes the paramedic with an understanding of providing prehospital assessment and care for patients of all ages with a variety of medical conditions and traumatic injuries. Areas of study include an introduction to emergency medical services systems, roles and responsibilities of paramedics, anatomy and physiology, medical emergencies, trauma, special considerations for working in the prehospital setting, and providing patient transportation.

Course Hours: 48-60

EMS 207: Pediatric Advanced Life Support

Prerequisites: None

This course is adapted from ASHI. Upon successful completion, the student receive ASHI PALS Certification. ASHI PALS is intended for emergency personnel in intensive care or critical care departments and emergency medical providers. The overall goal of the ASHI PALS Course is to provide healthcare professionals with didactic and psychomotor skills training in the recognition and treatment of conditions that may lead to cardiopulmonary arrest in an infant or child. ASHI PALS incorporates both pre-hospital and hospital management of pediatric emergencies and reflects the 2010 guidelines for CPR and emergency cardiovascular care. (Description taken from ASHI's website: <http://www.hsi.com/ashi/pals/>).

Course Hours: 8-16 (Depending on Format)

EMS 210: EMS Instructional Strategies

Prerequisites: Current or Previous EMS Provider, RN or Physician

This 40 Hour EMS Instructional Strategies course is designed for the entry level EMS Instructor prior to formal instruction in an Emergency Medical Services educational

program. This course is based on the 2002 National Guidelines For Educating EMS Instructors, which is a consortium of guidelines from the National Association of EMS Educators, the U.S. Department of Transportation, and the U.S. Department of Health and Human Services. Successful completion of this course shall entitle the student to EMS Instructor certification.

Course Hours: 40

Veterans Benefits and Services Policies

Review of Prior Education and Training

EMS University, LLC complies with the rules and regulations of the Arizona Department of Health Services, Bureau of Emergency Medical Services (BEMS). BEMS does not allow for credit to be granted for the EMT program, as stated in Arizona Administrative Code R9-25-309. Therefore, any prior education or training of veterans will be considered and reviewed in accordance with 38 CFR § 21.4254(b)(12), but no credit will be granted towards the EMT program at EMS University, LLC. We strive to provide the best education and training to all of our students while adhering to the regulations set forth by BEMS.

Title: Veterans Education Benefits Compliance Policy

Policy: EMS University, LLC complies with Title 38 USC 3679(e) by permitting covered individuals (ch. 31 or 33) to attend or participate in a course of education during the period beginning on the date on which the individual provides a COE and ending earlier on the of the following dates: the date on which payment from the VA is made to the institution or 90 days after the date the institution certified tuition and fees following receipt of the COE. EMS University, LLC ensures that no penalties will be imposed on the covered individual due to their inability to meet financial obligations due to the delayed disbursement of VA funding.

Certified as True and Correct in Content and Policy

School Official's Signature

Effective Date