

EMERGENCY MEDICAL SERVICE ACADEMY

STUDENT HANDBOOK

PURPOSE:

The student handbook sets forth the expectations, rules, policies and regulations governing Emergency Medical Services Professions classes at PERCOMOnline, Inc. and PERCOM EMS Medical Education Consortium. It is designed to be a guide to the student and to help the student to have a pleasant and successful learning experience.

These entities may be referred to collectively as “PERCOM” throughout this and other documents distributed or posted by these entities if applicable to both.

All courses and programs offered through this Academy are licensed by Texas Department of State Health Services (TDSHS). The EMS Instructor, EMT and AEMT programs are offered under PERCOMOnline, Inc. specifically. However, the Paramedic program (including AEMT if the student seeks that certification who has declared enrollment in the Paramedic program) is delivered under the auspices of PERCOM EMS Medical Education Consortium. EMS Instructor, EMT and AEMT specific students do not fall under the Consortium. Students enrolled in the Paramedic program are NOT students of Kilgore College specifically; they are students of PERCOM EMS Medical Education Consortium.

For the purposes of simplification and since all base expectations, rules, policies and regulations are the same for both sides of the Academy (PERCOMOnline, Inc. and PERCOM EMS Medical Education Consortium), one Student Handbook covering BOTH sides of the Academy. Items that are specific to the Paramedic program in this manual are delineated as such using the words Paramedic or PERCOM EMS Medical Education Consortium and will be highlighted in Bold Blue. Those items do not apply to other students in the Academy. All items in black or any other color print, whether bolded or not, apply to ALL students, if applicable to course level.

GENERAL REQUIREMENTS:

Students must comply with all requirements of this document, the Clinical/Internship Manual for the Clinical Program chosen, and the Course Schedule.

APPLICATIONS AND REGISTRATION:

Prerequisites:

Students must reach their eighteenth birthday within one year of course completion to be eligible for certification in the State of Texas and some other states. Students must submit proof of a High School Diploma, GED or other proof that verifies graduation from High School or proof of current enrollment in High School. Students must submit a copy of a current American

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Heart Association Healthcare Provider level BLS CPR certification and, if applying for a course above EMT, they must also submit a current NREMT or TX EMT certification as an EMT or AEMT/Intermediate. Students will be required to submit other documents prior to being cleared to schedule Clinical and Field Rotations which may include but are not limited to shot records, urine drug screen results, criminal background/history check verifying no criminal background that could prohibit a student from becoming accepted as a student into a clinical or field rotation site or from becoming certified, and other documents. Students who have been or are certified or licensed in a healthcare profession must also notify PERCOM of any actions against them, or their certification or license during the application and acceptance process. PERCOM reserves the right to refuse admission to any student. EMS certification at EMT or higher with NREMT or TDSHS and AHA BLS certification must be maintained through the program and until after graduation and also must be current to complete the certification process through NREMT.

Registration:

PERCOM's courses are primarily online, and the registration process is achieved using that venue. Registration will be handled through steps on the PERCOM website. Variations on student registration procedures may apply if a traditional class or group registration is requested. All tuition is due as outlined in the policy unless otherwise agreed. **NO REFUNDS WILL BE GIVEN EXCEPT AS STATED IN PERCOM'S PUBLISHED REFUND POLICY.**

Withdrawal:

Students who wish to voluntarily withdraw from the program must message or email the Program Director to initiate the withdrawal. Withdrawal requests must be received by the Program Director before the final deadline date specified for that student based on the course access date and deadline dates documented on the course roster. All withdrawals are subject to the Refund Policy, which was distributed during enrollment and is posted in the Policies section of the percomonline.com website. Students who voluntarily withdraw from the program are eligible for reinstatement for up to 6 months from the "drop date" posted on the course roster. Students who reinstate will be required to pay a reinstatement fee and reset the payment plan (if any) and make a payment as designated by the Payments Manager if applicable. The Program Director will reinstate the student to the program without further financial or academic penalty and reset the course deadline accordingly and to an appropriate date based on the amount of time the student has already been in the program and how long the student was out of the program. Students who do not notify the Program Director and return within 6 months of the withdrawal or drop will be treated as a new enrollee/student both academically and financially.

Students may choose to take a voluntary suspension rather than formally withdraw from the program for up to six months from the time of the suspension date. During this time, the student may choose to continue payments if on a payment plan or request that payments also be suspended until student return before the designated deadline. To return, the student must message or email the Program Director to request to return and reset the payment plan (if any) and make a payment as designated by the Payments Manager if applicable. The Program Director will reinstate the student to the program without further financial or academic penalty

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and reset the course deadline accordingly and to an appropriate date based on the amount of time the student has already been in the program and how long the student was out on suspension. Students who do not notify the Program Director and return before the designated deadline for the voluntary suspension will be treated as a new enrollee/student both academically and financially.

Course Deadlines:

Each class level and each specific student has a deadline by which ALL course requirements through skills testing, Final Exam and all rotations and other requirements must be completed. For online classes, the deadlines are:

EMT – Six (6) months from the course access email date. The didactic portion of the course must be completed within 3 months from the course access email date.

EMT-Advanced/P1 – Nine (9) months from the course access email date. The didactic portion of the course must be completed within 5 months from the course access email date.

Paramedic 2 – Eleven (11) months from the course access email date. The didactic portion of the course must be completed within 5 months from the course access email date.

Paramedic in its entirety must be completed within 20 months of the initial P1 course access email date unless an extension is granted by the Program Director.

An extension MAY be granted by the Program Director as long as the student is in good standing otherwise in the program. Course extension requests must be submitted by email or [message](#) in the approved message system to the Program Director prior to the course deadline date for that student and with a specific requested date by which the student states he/she WILL be done with all course level requirements. Extenuating circumstances may be considered but generally only one course extension will typically be granted.

Immunizations Required. PERCOM and its students must comply with the provisions of Texas Administrative Code Title 25, Part 1, Chapter 97, Subchapter B, Rule 97.64, which provides, in part, as follows:

- (a) Students enrolled in (non-veterinary) health-related courses. This section applies to all students enrolled in health-related higher education courses which will involve direct patient contact with potential exposure to blood or bodily fluids in educational, medical, or dental care facilities.
- (b) Vaccines Required. Students must have the all the following vaccinations before they may engage in the course activities described in subsection (a) of this section:

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(1) Tetanus-diphtheria. One dose of a tetanus-diphtheria toxoid (Td) is required within the last ten years. The booster dose may be in the form of a tetanus-diphtheria-pertussis containing vaccine (Tdap).

(2) Measles, Mumps, and Rubella Vaccines.

(A) Students born on or after January 1, 1957, must show, prior to patient contact, acceptable evidence of vaccination of two doses of a measles-containing vaccine administered since January 1, 1968 (preferably MMR vaccine).

(B) Students born on or after January 1, 1957, must show, prior to patient contact, acceptable evidence of vaccination of one dose of a mumps vaccine.

(C) Students must show, prior to patient contact, acceptable evidence of one dose of rubella vaccine.

(3) Hepatitis B Vaccine. Students are required to receive a complete series of hepatitis B vaccine prior to the start of direct patient care or show serologic confirmation of immunity to hepatitis B virus.

(4) Varicella Vaccine. Students are required to have received one dose of varicella (chickenpox) vaccine on or after the student's first birthday or, if the first dose was administered on or after the student's thirteenth birthday, two doses of varicella (chickenpox) vaccine are required.

(c) Limited Exceptions:

(1) Notwithstanding the other requirements in this section, a student may be provisionally enrolled in these courses if the student has received at least one dose of each specified vaccine prior to enrollment and goes on to complete each vaccination series on schedule in accordance with the Centers for Disease Control and Prevention's Recommended Adult Immunization Schedule as approved by the Advisory Committee on Immunization Practices (ACIP), American College of Obstetricians and Gynecologists (ACOG), the American Academy of Family Physicians (AAFP), and the American College of Physicians. However, the provisionally enrolled student may not participate in coursework activities involving the contact described in subsections (a) and/or (d) of this section until the full vaccination series has been administered.

(2) Students, who claim to have had the complete series of a required vaccination, but have not properly documented them, cannot participate in coursework activities involving the contact described in subsections (a) and/or (d) of this section until such time as proper documentation has been submitted and accepted.

(3) The immunization requirements in subsections (b) and (d) of this section are not applicable to individuals who can properly demonstrate proof of serological confirmation of immunity. Vaccines for which this may be potentially demonstrated, and acceptable methods for demonstration, are found in §97.65 of this title (relating to Exceptions to Immunization Requirements (Verification of Immunity/History of Illness)). Such a student cannot participate in coursework activities involving the contact described in subsection (a) of this section until such time as proper documentation has been submitted and accepted..

In addition to the immunization listed above, PERCOM also requires Meningitis and the Seasonal Influenza vaccines.

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Failure to comply with these rules may result in the student being denied access to clinical and internship experiences and failure to complete the course.

Criminal History/Background Check:

During the enrollment process, each student must submit necessary information to the designated criminal background check organization as part of the acceptance process. Acceptance into the program may be denied based on results on this criminal background check. Should a student be denied enrollment, the tuition paid minus a \$250 and processing fee will be withheld from the refund for administrative expenses incurred by PERCOM. This process is separate from the process listed by the State of Texas or other states for certification and licensing purposes. PERCOM has no access to the information generated through the state or national certification process and so students must complete BOTH processes – the one for the program and the one for your individual state and for Texas if the student is planning to certify in the state of Texas.

Paramedic Students Completing Paramedic.

Students who completed Paramedic 1 through PERCOM within one year of requested re-entry to the program to continue through Paramedic 2, may enroll for re-entry without penalty. However, students who wish to re-enter greater than 1 year after successful completion of Paramedic 1 must:

- 1. Have completed Texas EMT-Intermediate or EMT-Advanced national or state certification and**
- 2. Must pay for and successfully pass a Paramedic 1 skills test at a designated PERCOM skills site.**

Students who have completed Texas EMT-Intermediate or EMT-Advanced through another EMS education program and hold a current Texas EMT-I or NREMT-Advanced certification, will be required to complete the EMT-Advanced/Paramedic 1 course Final Exam in a proctored environment with a minimum passing grade of 70. Students will also be required to demonstrate proficiency on all Paramedic 1 skills at a PERCOM designated skills site. For these “Challenge” students, only one attempt at the proctored final exam and one Testing Session will be allowed. If the student has passed the P1 proctored Final Exam, he/she may be admitted to P2 didactic under the premise that P1 Skills Testing will be taken and passed in one session prior to attending any P2 Skills Sessions or any rotations. If the student fails the P1 Skills Testing session, the “Challenge” process will be considered as “FAIL”, and the student will be placed back into and must successfully complete P1 didactic and skills, with subsequent tuition differences paid by the student prior to proceeding in the program. The P1 Final Exam must be retaken and passed following the completion of P1 didactic in this situation.

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DISABILITIES OR HANDICAPS:

Students who enter the program with a disability or handicap must notify the Program Director or Lead Instructor by the beginning of the third business day following receipt of course access information. **Alterations in testing or clinical rotations during the course do not ensure that the same alteration will be made for the student in the national testing situation. If a student needs accommodation for a disability at the national testing site, the student must notify the Program Director by the beginning of the third business day following receipt of course access information. Any accommodation for disability at the national testing site must be prearranged. Disabilities and Handicaps that are to receive an accommodation at a national testing site shall be confirmed by a physician's statement of disability/handicap with appropriate determination and recommendations for accommodations.**

Student Non-Discrimination and Acceptance Policy

Potential students who wish to enroll in EMT, P1/AEMT or Paramedic must meet the following requirements to be eligible to complete enrollment. Should it be determined that the applicant is not eligible for the program and/or the applicant decides immediately to withdraw based on poor assessment examination through a private 3rd party testing provider utilized by the program, a \$250 application/processing fee will be withheld from the initial payment refunded.

Applicants for the EMS Instructor program are not required to meet the below items. The ability to certify as an EMS instructor and those requirements are state dependent, and are the sole responsibility of the EMS instructor student.

Applicants must be able to:

1. Read and write English. This will be assessed on an assessment examination on which the student must score at least a “7” (seven) for EMT admission and a minimum of “9” (nine) for Advanced Program Admission. Applicants who score lower than the minimum will be counseled by program faculty to assist the applicant in making a decision about whether or not to continue in the program. The final decision by the applicant to withdraw or continue is binding, and applicants who continue despite a low score in this area will be required to meet the same academic standards as all other students.
2. Perform simple math skills. This will be assessed on an assessment examination on which the student must score at least a “70 percent” (seventy) for admission to any course level. Applicants who score lower than the minimum will be counseled by program faculty to assist the applicant in making a decision about whether or not to continue in the program. The final decision by the applicant to withdraw or continue is binding, and applicants who continue despite a low score in this area will be required to meet the same academic standards as all other students.

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3. Review and be able to perform the TDSHS Functional Job Description for each level indicated in the document. Students who have documented disabilities which might preclude them from being able to perform one or more items in the Functional Job Description must produce acceptable documentation with recommendations from a licensed healthcare professional in the appropriate field for review and consultation with the Program Director and Lead Medical Director of the program. Reasonable accommodations will be met that are accepted by both state and national licensing and accrediting authorities for the EMS professions.
4. Pass a background check which includes but is not limited to a county/parish, state, national and/or international criminal history, sex offender history, healthcare fraud and abuse (GSA/SSA), and U.S. Patriot Act. Any “hits” on the background check will be forwarded for review and approval or denial to the Program Director, who may include the Clinical Coordinator and Medical Director in the approval process as indicated.
5. Must be at least 18 years of age (or will be 18 years of age prior to course completion of the EMT course). Applicants who are not at least 18 years of age at time of enrollment must have all agreements, statements, and contracts co-signed by parent or legal guardian. Not all clinical and field sites will allow students below the age of 18 into their sites so no guarantees for placement will be made for students under the age of 18 years.

Once accepted, students will also be required to submit the following items prior to clinical and field experience rotations without exception. Applicants who do not have the correct immunizations will be required to get them unless there is a documented health reason for not getting the immunization(s) and in this instance, it is possible that clinical or field sites will not accept the student for rotations for liability reasons. No guarantees can be made regarding clinical or field placements if a student refuses or is unable to complete the required vaccinations.

1. Negative 10 panel urine drug screen
2. Health/accident insurance (can be a short term plan to cover only while in skills/rotations)
3. Physical by a Medical Doctor demonstrating that the student meets the TDSHS Functional Job Description (If the student has a documented disability that precludes meeting all aspects of the Functional Job Description, he/she must follow the procedure outlined on page 1, Item 3, of this document.
4. HIPPA Training Form agreeing to abide by state and federal patient privacy rules.
5. **Immunization Record** with Meningitis shot, TB Test, Tetanus, 2 MMRs, Flu Shot, Chicken Pox (or documentation of having had the disease) Hepatitis B Series or titer showing immunity
6. Some clinical or field sites have other requirements and paperwork that must also be completed. Some sites require that the student produce evidence of a successful N95 mask test and/or provide that and other personal forms of protective equipment. Students must carefully evaluate the requirements for each site requested and will be required to meet any of those additional requirements.

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NON-DISCRIMINATION

PERCOMOnline, Inc, and PERCOM Kilgore College Consortium is committed to providing equal educational opportunities, where no discrimination exists, to all persons without regard to race, color, national or ethnic origin, religion, gender, sexual orientation, age, disability, veteran status or any other legally protected status.

This commitment applies to the selection of the students and to any aspect of the clinical training; provided, however, that with respect to a disability, the disability must not be such as would, even with reasonable accommodation, in and of itself, preclude the student's effective participation in the program.

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Your Rights Under the Americans with Disabilities Act

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

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

Some Points of the ADA

- * Prospective students should read and understand the Functional Job Description before entering the program.**
- * Students cannot be discriminated against on the basis of a disability in the offering of the education program.**
- * There can be NO accommodation during screening tests or course testing that will compromise or fundamentally alter the testing of knowledge or skills that are required to function safely in the profession. The following are examples in which no accommodation can be given.**
 - 1. No additional time frames for skills set with specific time frames.**
 - 2. No unlimited time to complete a written exam.**
 - 3. No written exams to be given by an oral reader**
 - 4. No specialized or simplified exams or reading material below the ninth grade reading level.**

Requesting Accommodation

If accommodation is requested, please contact the program coordinator as soon as possible. For more information concerning the ADA, contact the Association on Higher Education and Disability at 614/488-4972 or the Governor's Committee for Persons with Disabilities at 512/463-5739.

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COURSE LEARNING OBJECTIVES:

The knowledge objectives for each EMS Academy course are the National Emergency Medical Service Education Standards – Instructional Guidelines for each level of course. Knowledge objectives will be made available to the student in the Resources in the Student Management System at percomonline.com as well as inside the actual course platform.

REQUIRED ITEMS:

Each student must have individual access to the following:

- Broadband internet access and email (Please be aware that Yahoo, AOL, and Military emails do not always accept email from PERCOM and other businesses. You should check spam and trash folders for course access emails and other correspondence prior to contacting PERCOM faculty or staff and may need to utilize another email service provider such as Hotmail to limit communication difficulties.) Remember, the most accurate and functional way to communicate with PERCOM staff and faculty is by using the message system inside the course platform once you are enrolled.
- Course Textbooks (Titles and ISBN information is listed on all course description pages at percomonline.com or percomcourses.com). Students are expected to order textbooks before or during the enrollment process.
- Course Syllabus and Clinical/Internship Manual will be posted in the Student Resources Section and/or inside the course platform at percomcourses.com. (The clinical Internship Manual and other documents will also be provided to the student following successful submission of all required clinical documents and items as listed on the Student Announcements Pages or where otherwise directed.)
- Student Handbook (Located in the Student Resources section of percomcourses.com and linked from the course website main page under “Policies”.)
- Skills Check-off Check sheets (available inside the Student Resources Sections of the courses at percomcourses.com)
- Required uniform if not already owned (one shirt will be provided for rotations if student to rotate at PERCOM rotation sites)
- Other required course materials such as gloves, stethoscope, watch with seconds display, etc.

REQUIRED EXAMINATIONS:

WRITTEN EXAMS: Daily quizzes, unit exams, group exams, research problems, and final exam may all be used per PERCOM guidelines and instructor/coordinator discretion. **Paramedic 2 students will be required to take and pass proctored online qualifying examinations with a minimum grade of 80 for Pharmacology and ECG prior to being allowed to attend skills or begin rotations for P2 level. If the student fails a proctored ECG or Pharmacology Exam, one retest may be made available to the student, and a minimum grade of 80 on the retest(s) is required to pass. A second retest request MAY be granted by the Program Director or Course Coordinator IF the student is**

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willing to locate a Paramedic level EMS Instructor (National or State Certified) who must be approved by the Program Director/Course Coordinator and will serve as a tutor to assist the student in preparing for one final attempt at passing the ECG/Pharmacology Exam. Students will be required to make a minimum grade of 70 on the proctored Final Exam for each course. If the student fails the proctored Final Exam, one retest may be made available to the student, and a minimum grade of 80 on the retest(s) is required to pass. A second retest request MAY be granted by the Program Director or Course Coordinator IF the student is willing to locate a qualified Paramedic level EMS Instructor (National or State Certified) who must be approved by the Program Director/Course Coordinator and will serve as a tutor to assist the student in preparing for one final attempt at passing the Final Exam or may be approved to utilize other approved options. The Program Director or Course Coordinator may recommend a specific tutor who is pre-approved by the Program Director. The payment of any charges or fees associated with this tutoring rests solely with the student. Once the instructor notifies the Program Director/Course Coordinator that the student is ready to retest in his/her opinion, a retest may be scheduled. The student will maintain the sole responsibility for locating a tutor and following the process for approval. **There is a \$50 plus processing retest fee for each retest, and the Program Director/Course Coordinator will work with each student to set up a specific deadline by which the retesting will be completed prior to proceeding in the program. ALL Paramedic students will be required to participate in and pass a Graduate Interview with a member of the Medical Director's Team prior to being allowed to graduate from the program regardless of the student's grades or grade average, performance in skills, rotations or final field internship or otherwise. Theoretically, a student can pass the course in every other category but still fail to pass the Graduate Interview so care must be taken throughout the program to learn and retain information needed to be able to function as any other entry level competent Paramedic entering the field. One retest will be allowed after the student is given time to study and be tutored by his/her Lead Instructor or seek and find other tutors if needed at the student's expense.**

SKILLS PRACTICE AND EXAMS: Skills practice, exams and other testing as determined by the Program Director/Coordinator/Medical Directors and Advisory Council will be required. However, skill practice and examinations using PERCOM approved instructors who have been trained to manage skills sessions by PERCOM will be used for this purpose.

STATE CERTIFICATION/LICENSURE: Students must be eligible to take and pass required national examinations in order to be certified or licensed to practice in Texas or other states who recognize NREMT through direct certification or reciprocity processes.

The national written test will be scheduled through the National Registry's approved testing method. The passing score on the national exam is set by National Registry. All fees must be paid prior to testing by the student. All paperwork must be filed prior to testing by the student. It should be understood that the student might successfully

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complete the entire course, and be ineligible to sit for the national examination due to certain criminal background information.

Advanced students who have completed PERCOM requirements may schedule for and take their national skills examination at a nationally approved testing site once the student has completed skills testing through PERCOM as long as it is allowed in the state in which the skills test is being held. NO student may take the national computer based test (CBT) until ALL course requirements have been completed and until the student is marked clear to take the national CBT exam by the Medical Director and Program Director.

Advanced level skills and written national testing may be scheduled individually for our program or in conjunction with other training programs. Special testing fees, as well as the National Registry testing application fee, will be required. Students will be expected to complete all course and application requirements in time to attend the scheduled testing. Should the student not be able to attend or does not complete the requirements, he/she will be required to make his/her own arrangements for an alternate test date and site.

Students who are utilizing the payment plan method for paying for course tuition and other requirements must successfully complete the payment plan portion that completely covers the original tuition at the time of enrollment or as otherwise agreed prior to being marked clear on the NREMT website by the Program Director or receiving a Course Completion Certificate per course level.

REQUIRED WEEKLY READING OF THE COURSE STUDENT ANNOUNCEMENTS PAGE(S):

Students receive access to the Announcements Group inside the course platform following successful enrollment. Students are required to read ALL pages of these Announcements and are required to check again for any new posts (usually on page 1) each week. Students will be held responsible for this information even if the student failed to follow these instructions. Current issues, issues that need more clarification or have to be added, new policies, RSVP for skills reminders and other things are posted regularly on these pages. Students should also watch the Newsfeed at the bottom of the main page at percomcourses.com as well as the Blogs for his/her course for announcements or other important information.

EXIT SESSIONS, PRACTICE SESSIONS, TESTING SESSIONS:

ECA/EMR and EMT students are required to successfully complete an Exit Session. **No student will be allowed to RSVP for the Exit Session until he/she has completed the didactic component of the course in its entirety and has been marked “clear” by the Lead Instructor for the course. The student must then schedule, take and make a passing grade on the Final Exam, which is given by appointment by proctored webinar prior to being allowed to RSVP for the Exit Session.** This session is designed to provide the student with access to facilitated practice on skills, extrication practice, and scenario and skills testing. Students will be graded on

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skill performance as well as affective skills. “**Affective skills**” means enthusiasm, participation, communication with others, and attitude. Students may successfully complete all skills practice and testing but still be counseled, be placed on probation or suspension, or even potentially dropped from the program if the students behavior and attitudes are inconsistent with professional behavior and accepted standards. Students are required to RSVP by the posted deadline after completing all online coursework. Students should watch the Student Announcements Page for the course for more information on RSVP information and deadlines. Once the student has RSVP'd for a session, he/she is **LOCKED** into that session. Non-attendance for any reason may require that the student pay the Rescheduling Fee prior to being allowed to reschedule for another session. EMT Students must **successfully complete** this session prior to being allowed to sign up for clinical and field experience rotations through their chosen clinical program. (ECA/FR students are exempt from rotations.) Should the student fail a number of skills at the session requiring retests of multiple skills that cannot be completed during that Exit Session, the student will be required to reschedule for a later session and will be required to pay Rescheduling Fee. All travel and lodging expenses for any Exit Session or retesting are at the expense of the student and not included in course tuition unless otherwise stated for CAST Marathon students.

Advanced students are generally required to complete two Practice Sessions prior to attending the Testing Session for P1 **and three Practice Sessions and one Testing Session for P2** unless otherwise noted in a Life Experience Waiver evaluation by the Program Director in conjunction with the Clinical Coordinator and/or Medical Director. AEMT, **P1/EMT-Advanced and P2 students will also be required to complete minimum skills competencies by number and percentage during Practice and Testing, and an inability to complete all the competency objectives before Testing sessions are completed at each level will cause the student to attend at least one more Practice Session and appropriate fees for extra sessions must be paid by the student.** Practice Sessions are to provide the student with facilitated practice on all skills included in the course. Students are required to RSVP for each session and must have completed the appropriate material as designated in the course and course announcements for their training have been marked clear for skills by the Lead Instructor for the course. Once the student has RSVP'd for a session, he/she is **LOCKED** into that session. Non-attendance for any reason may require that the student pay the Rescheduling Fee prior to being allowed to reschedule for another session. The Testing Session may be scheduled after applicable Practice Sessions are completed, and the RSVP policy is the same as for Practice Sessions. Skills testing and summative scenario testing will be completed at the Testing Session and an Affective Evaluation of professionalism and behavior will be assessed. Students may successfully complete all skills practice and testing but still be counseled, be placed on probation or suspension, or even potentially dropped from the program if the students behavior and attitudes are inconsistent with professional behavior and accepted standards. Final Exam will be completed by proctored webinar appointment once the student has been cleared by the Lead Instructor as having completed all didactic course requirements. Neither Intermediate/EMT-Advanced or **Paramedic students will be allowed to receive a course completion certificate or marked clear to take the National Registry Examination until skills, final exam and rotations have been successfully completed and after the Medical Director approves graduate status.** Should the student fail a number of skills at the session requiring retests of multiple skills that cannot be completed during that Testing Session, the student will be required to reschedule for a later session and will be required to pay the Rescheduling Fee. All travel and lodging expenses for any Exit Session, Practice Session,

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Testing Session or retesting are at the expense of the student and not included in course tuition unless otherwise arranged in course tuition prior to admission.

Advanced students will not be allowed to attend any clinical and field rotations until after passing all competencies and P1 Testing components and being cleared by the Skills Session Lead Instructor on the appropriate “Instructor Proficiency Form”.

Paramedic 2 students may not begin P2 level clinical and field rotations for this course until P2 summative final exam has been taken and passed, all competencies, P1 Testing and all P2 Practice and Testing Sessions have been successfully completed, and all clinical documents, forms and other items are correctly on file with the PERCOM Clinical Coordinator/Liaison. Final Field Internship is a final and separate rotation phase and cannot be scheduled until all other didactic and clinical and field rotations are completed.

Students may be issued a tablet PC which must only be used for skills data entry and clinical and field data entry and scheduling purposes. Tablets used for other purposes, that are used and exceed the monthly data allowance or that are not returned by the deadline given on issuance or are returned damaged (not due to normal wear and tear), will be charged separately and must pay all charges to PERCOM prior to being allowed to graduate, issued a course completion certificate or marked clear to take NREMT or other testing. Students who leave the program or are dropped and do not return the tablet PC as stated above will be barred from reinstatement or re-enrollment until the tablet PC is returned undamaged or any outstanding invoices are paid. Charges for theft of property may also be filed with the Police Department if the tablet PC is not returned complete and in good condition.

No specific skills sites are guaranteed to be made available at the time a student is ready to proceed to that phase of the program. Available sites and dates are posted with their associated RSVP deadline on the Student Announcements Page for that course.

Students should be prepared to travel. This is an online, Texas based program. Even Texas is a large state, and students may be required to travel to meet course requirements. PERCOM is not responsible for travel or housing costs associated with these requirements.

**NOTE FOR ALL STUDENTS: Instructors at the Exit/Practice/Testing Sessions reserve the right to send away any student who has arrived UNPREPARED. These sessions are not designed to teach the student everything he/she needs to know for psychomotor skills from scratch. Students are required to memorize ALL skills sheets, watch all videos, and read all online and textbook materials appropriate to the skills PRIOR to attending the sessions. If an instructor sends a student away for being unprepared, he/she will contact the Lead Instructor or Coordinator for the course. The student will be required to reschedule for a later session and pay the Rescheduling Fee for each rescheduled session.*

ATTENDANCE POLICY:

100% attendance is essential for successful course completion. Absences will be excused only for good cause, at the sole and exclusive discretion of the instructor. **No absence will be excused unless the instructor has been notified before class, except in cases of emergency. Online**

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students **MUST** log in to the course weekly to remain in the course. (Even students in rotations who have completed coursework through Final Exam must continue to follow this policy as “roll call” for attendance purposes.) This is **MANDATORY** and students who are not meeting this requirement may be dropped from the course without notice. Students who are dropped for not meeting the mandatory participation requirement listed herein may re-instate within 6 months of the date of drop. However, a Reinstatement Fee will ensue. Students may not “reinststate” after 6 months and will be required to pay full tuition and begin coursework at the beginning. Students must submit homework, testing, or an e-mail to the lead instructor as well as attend any and all mandatory chat rooms or forum discussions (unless excused for good cause in advance by the lead instructor) or the student will be dropped from the program for non-participation.

Students who have dropped themselves from the program may apply for readmission within 6 months of the course drop date. Students who are re-admitted will be charged a Reinstatement Fee.

FINANCIAL OR PAYMENTS ISSUES:

Any student who is utilizing the Payment Plan to pay for course tuition may be barred from proceeding in the program to skills, rotations, **(or up to P2 if in Paramedic)**, if he/she is behind in payments or has not paid enough on the plan at that point to cover the expenses to be incurred. PERCOM staff reserve the right to make these judgments and to withhold access to these portions of the course until such time as payments are caught up to meet the financial demands required. Students who are behind in payments will be sent a warning email to get all payments caught up. If the student does not reply in a timely manner or fail to get payments and any other associated fees caught up as directed, he/she will be barred or dropped from the program. Students who have not paid all payment plan payments and fees or any other open invoices will not be allowed to receive Course Completion paperwork or be marked clear to sit for NREMT or other certifying examinations until all payments are paid in full.

ASSIGNMENTS:

The student will be expected to complete homework as assigned. **The student is also expected to read the appropriate material from the course textbook or other assigned materials before class in order to be prepared for the class lecture. The student is responsible for all information contained in the textbook and other course materials, whether or not specifically assigned by the instructor.** The student should be aware that the course is not specifically matched to any one textbook, and it is the student’s responsibility to match lessons in the online course with appropriate chapters of his/her chosen or provided textbook(s). Before the end of the course, all chapters and all provided textbooks should have been thoroughly read and studied.

ALL students are required a minimum number of participations in the appropriate level Chat Sessions. P2 students are required to also participate in a minimum number of Medical Director led (Round Table or other) opportunities. “Participation” means actual participation – asking a legitimate medical and class or profession related question,

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providing well thought and researched responses to questions by other students and actual interaction within the scheduled class Chat Sessions or Medical Director led events. Lurking or “showing up” on the logged in list is not adequate for meeting this requirement. Specific requirements are listed in the Welcome Packet and/or School Announcements Pages for your course level. Didactic Instructors and/or members of the Medical Director’s team will determine what may constitute lack of participation, and students who do not meet the requirements must continue to attend/participate until the requirements are met.

All other homework assignments must be submitted to the course Lead Instructor in an attachment form using the provided upload system inside the course platform, preferably in Word to allow for instructor comments, editing and grading. Each assignment must have the student’s name listed at the top of ALL pages and the file name must be listed in the following format:

Student Name – Class Number – Assignment name (for example: JaneDinsmore – 400A – CommonDiseases

Assignments received without the Student Name legibly printed or typed at the top of the assignment and each page of the assignment may not be accepted or graded. In fact, it is possible that the student may not receive notification of the rejection due to the process of retrieving assignments to store for future grading in the grading files that is used by Didactic Instructors. **Instructors will not be responsible for missing or lost homework assignments that are not submitted using the supplied assignment upload feature inside the course platform or without proper student name and class number at the top of the assignment as stated above.**

PROCTORED EXAMINATIONS:

High stakes examinations, such as Qualifying Exams and Final Exams, are given on a one on one basis in the online program unless other arrangements are made and approved by the Program Director. Utilization of a webinar format that allows the exam Proctor to view the student and the student’s computer screen while hearing and being able to communicate with the student is imperative. Students are required to have a current color government issued photo ID on file for the proctor to review to ensure that the person testing is the student. Students are required to test in a private location without any other potential resources available that could be used for cheating such as textbooks, notecards, posters, cheat-sheets or other items. The student is allowed to have one blank sheet of paper, which must be shown to the exam proctor before the test begins, and a pen or pencil. The student should have a phone in the room in case of an internet or computer failure issue only but is barred from utilizing the phone for any other reason but to communicate with the proctor or the proctor’s designee during the exam. Use of the phone for any other reason or obvious or perceived signs of cheating verified by live review or review of the recorded video by PERCOM administrative personnel will be grounds for dismissal from the program. See PERCOM’s “Cheating, Lying, Stealing and Misrepresentation Policy” for more information.

INTERPERSONAL RELATIONSHIPS:

Harassment can be defined as any unwanted advances by another person causing distress. Assault can be defined as an intentional act by one person that creates an apprehension in another of an imminent harmful or offensive contact. Sexual, ethnical, or sexual orientation harassment or assault will not be tolerated by the Program. All harassment or assault

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complaints will be immediately investigated by the Program Director/Course Coordinator and/or Lead Instructor and may be sent to a Review Committee for hearing. Any student found by an investigation to have committed harassment or assault of any kind will be allowed to voluntarily withdraw or will be dismissed from the Program. Results of the investigation may be shared with appropriate law enforcement if indicated. Involuntary withdrawal from the program by PERCOM will result in no refund of any tuition or other payments even if the student meets the Refund Policy otherwise. Dismissed student will have the right to appeal the decision.

All students will be expected to treat coordinators, instructors, preceptors, clinical/field site staff and fellow students with respect. Inappropriate behavior or conduct will not be tolerated in the classroom or clinical/field setting. Harassment, verbal or physical abuse, or any other type of disrespectful behavior may serve as grounds for dismissal from the program. ALL requirements listed in our Student Handbook, course syllabus and schedule, clinical and field rotation paperwork, coursework and as listed on this website or by instructors, coordinators, program director or affiliates of our program will be followed to the letter without complaint. Questions are welcomed but demands, inappropriate comments, complaints about having to complete the requirements as set forth by PERCOM or its affiliates, etc **WILL NOT BE TOLERATED**. ALL PERCOM students are expected to demonstrate the professionalism and behaviors that **WILL** be expected of you as an EMS PROFESSIONAL in the workforce or volunteer workforce. Anything less is totally unacceptable and **WILL** be grounds for dismissal from the program!

Students who feel they have suffered harassment must notify either the lead instructor or the course coordinator of the situation as soon as possible after the incident. Students should be prepared to file a written complaint detailing the alleged conduct. Verbal complaints that are not substantiated in writing are subject to dismissal. If a student believes that a complaint has not received proper consideration, he must follow the Grievance Policy set forth below.

AFFECTIVE BEHAVIOR GRADING:

The term “affective” has to do with feelings, emotions, behavior, and attitude. All students must exhibit positive signs of professionalism, attitude and behavior to remain in the program or graduate from the program. This is actually graded using specific forms and criteria by your course lead instructor, skills instructor(s), preceptors and finally by your Clinical Coordinator (after overall review of your preceptor evaluations). Students **MUST** continue to receive positive Affective Evaluations or may be counseled or even dropped from the program with a grade of “FAIL” without possibility for reinstatement or re-entry, depending on the severity or type of negative evaluation received. Typically, students will receive a Counseling Statement with a Counseling Plan that must be met and for which subsequent Affective Evaluations are marked “positive” or “competent” in all areas before the student will be allowed to graduate or be marked clear for NREMT or other certification testing regardless of the student’s academic standing or grades in the course on other material.

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STUDENT COUNSELING:

The Course Coordinator or lead instructor maintains close contact with the class and instructors. If the Program Director, Coordinator or lead instructor receives any negative information regarding grades, attendance, classroom performance, clinical performance, inappropriate conduct or behavior, or any blatant violation of the policies and procedures, the student will be counseled and may include involvement by the Program Director and Medical Director. The counseling session will be documented and if necessary for traditional classes, witnessed by another instructor. The counseling form will become a part of the student's records. This information may be made available to the student's financial sponsoring agency upon request and will be kept in the student's school record.

Circumstances involving inappropriate conduct or behavior may result in dismissal from the program without student counseling. The decision to dismiss the student from the course or provide counseling for conduct or behavior issues will be made by the Lead Instructor and Coordinator in conjunction with the Program Director.

COURSE SUSPENSION:

A student may be suspended from the program by either the Payments Manager or other Administrative staff for delayed or non-payment of tuition payments or other fees and charges for which the student has been invoiced, for discovery of missing, incomplete or insufficient documents submitted during enrollment or upon request, or for violation of any of the policies and procedures posted in this Handbook, in the Enrollment Terms and Conditions or on the School Announcements Forums Pages. The Clinical Coordination staff may also suspend a student for issues related to rotations or scheduling based on possible violations of policies and procedures related to clinical and field rotations or complaints received from clinical or field preceptors or sites. Students may also be suspended based on complaints:

- To protect health and well-being of the community.
- To protect the student's own safety or the safety of fellow students, patients, preceptors, instructors, staff, etc.
- When the student presents a threat of disruption or interference with's operations.
- For harassment, assault or violent actions against fellow students, patients, instructors, staff, preceptors, etc.
- For allegations or charges of assault or violent actions or behavior outside of the school but are being investigated by other entities, TDSHS or other EMS or medically related licensing or certification bureaus or departments, or law enforcement.
- For breaching any of PERCOM's rules, policies, procedures, etc in any of its distributed or posted documentation that necessitates an investigation which may or may not involve a previous warning, depending on the nature of the infraction.

Students who have been suspended from the course for disciplinary, complaint, law enforcement related, or financial issues may be refused reinstatement depending on the outcome of the investigation. If the results of the complaint, violation or outside law enforcement or

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EMS certification or licensing investigation is not in favor of the student, reinstatement may be denied.

Certain possible crimes committed by or against students have mandatory reporting to appropriate law enforcement and/or licensing or certification organizations or agencies and these possible crimes or complaints may be reported as indicated.

Students may voluntarily suspend themselves from any of PERCOM's online courses for a period not to exceed six (6) months by notifying the Payments Manager and Program Director by email. The suspension deadline will be set for no more than six (6) months from the requested suspension date. A student who self-suspends and notifies the Payments Manager and Program Director by email before the deadline that he/she is ready to return by the deadline date, must pay any outstanding charges and payments, a current payment if any, and then will be reinstated to the course without other academic or financial penalty.

Students who are dropped from the program, not suspended, and who are not otherwise barred from reinstating, must notify the Payments Manager and Program Director within six (6) months of the drop date, pay a reinstatement fee and any outstanding payments, pay a current payment, and then will be reinstated without any further financial or academic penalties.

GRIEVANCE POLICY:

It is the intent of PERCOM to provide quality training for the student. The mission is to prepare the student to become a contributory member of the pre-hospital care team. If at any time the student feels that he has not been treated fairly in a situation that has not been outlined in the Policy and Procedure manual/Student Handbook, the student should file, in writing, a grievance with the Course Coordinator or Program Director. The grievance can be mailed to the main address for PERCOM as stated in other provided course documentation and made readily available on the PERCOM website and should be received within 15 calendar days of the situation or issue. If no action is taken or the action taken is not to the student's satisfaction, the student shall, within ten working days of receipt of the initial grievance, pursue the matter with the course Medical Director, in writing to the same address as listed above. Policies that have been provided to the student and acknowledged by the student are exempt from grievance.

If a grievance is submitted appropriately and in writing to the Course Coordinator or Program Director, PERCOM will respond to the grievance within 10 days of receipt of the grievance. If the grievance necessitates a Review Committee, the Committee Review will be completed within 30 days of the receipt of the complaint with a response to the complainant. If the complaint or if a policy, procedure, or rule violation exists and necessitates a Hearing, all parties will be notified within 10 days of the scheduled date and time of the Hearing, methods to participate in the Hearing, and deadlines for submitting proof or documentation in support or in defense of the complaint or allegation. PERCOM and PERCOM EMS Medical Education Consortium does not guarantee that a hearing will be held for any complaint or grievance.

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READMISSION:

Any student who fails an initial course may be admitted to the next offered class, space permitting. However, online students who fail a PERCOM online course should consider re-attempting their educational goals with a more traditional school or program. Students who are applying for re-admittance due to failure of maintaining the required course average or failing final exam are subject to evaluation by a Readmission Committee. If the Program Director/Medical Director determines that a student shall appear before the Readmission Committee, the following shall be taken into account before readmission is granted.

- e. Attendance
- f. Attitude and Behavior
- g. Average Daily and Quiz Grades
- h. General Adherence to Policy/Procedures
- i. Overall Comprehension of Material

The Readmission Committee will be made up of one of the student's peers, one instructor, one field paramedic, the Coordinator/Program Director and a member of the program's Medical Director's team.

All decisions are final and not subject to appeal.

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

MINIMUM REQUIREMENTS FOR COMPLETION:

STUDENT MUST:

- maintain a course average of 80% and will only be given one warning for an average below 80 before being dropped from the program; Students must hold a minimum of 80 average to be eligible for and cleared by the Lead Instructor to take the Final Exam. Students will be required to make a minimum grade of 70 on Final Exam. Up to two retests will be allowed on the Final Exam if tutoring requirements is met as stated earlier in this document, but the passing grade on the retest is 80.
- comply with all requirements of the Texas Department of State Health Services and the National Registry and pay all appropriate fees for registration/certification
- pay the fees for taking the national exam written and skills (not included in tuition or fees)
- make timely application to the National Registry to take the examination
- follow all rules governing class work, clinical or internship skills check-off

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requirements and of this Student Handbook and the Clinical Manual and Clinical Manual for any affiliated program in which the student is concurrently enrolled.

- pass all mandatory examinations and courses for the level being taken
- have returned any issued tablet PC or other materials that are marked to be returned to PERCOM
- have paid all required payments or outstanding invoices

For a student to be forwarded to the Medical Director for graduate status clearance, the following must be achieved for each course level:

ECA/First Responder (traditional students)

1. All didactic coursework, homework or other assignments and classroom or attendance participation requirements – minimum average 80
2. Final Exam – minimum grade of 70 on 1st attempt, 80 on retests
3. Successful completion of Exit Session (skills)
4. At least one “positive” Affective Evaluation Form from the Lead Instructor for the course and one from a Skills Instructor

EMT

1. All online didactic coursework, homework or other assignments, a minimum of 2 chat-rooms (with participation) – minimum average 80
2. Final Exam – minimum grade of 70 on 1st attempt, 80 on retests
3. Successful completion of Exit Session (skills)
4. Successful completion of the minimum requirements for Clinical and Field Rotations
5. At least one “positive” Affective Evaluation Form from the Lead Instructor for the course, one from the Clinical Coordinator, and one from the Exit Session Skills Instructor

EMT-Advanced

1. All online didactic coursework, homework or other assignments, a minimum of 3 chat-rooms (with participation) – minimum average 80
2. Final Exam – minimum grade of 70 on 1st attempt, 80 on retests
3. Successful completion of Practice/Testing Session(s) – “skills” to include signed Instructor Proficiency prior to starting rotations
4. Successful completion of the minimum requirements for Clinical and Field Rotations
5. At least one “positive” Affective Evaluation Form from the Lead Instructor for the course, one from the Clinical Coordinator, and one from each Practice or Testing Session Skills Instructor

Paramedic 1 if not testing NREMT-Advanced

1. **All online didactic coursework, homework or other assignments, a minimum of 3 chat-rooms (with participation) – minimum average 80**
2. **Anatomy and Physiology – offered through a separate online program**

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with a separate book and access code that must be purchased by Student. Students who can produce an acceptable transcript or proof verifying successful completion this requirement at another private EMS school or at a college (A&P I and II) with a grade of C or higher may be allowed to challenge the A&P final exam only. Passing on final exam is a minimum of 70.

3. **Final Exam – minimum grade of 70 on 1st attempt, 80 on retests**
4. **Successful completion of Practice/Testing Session(s) – “skills” to include signed Instructor Proficiency Form prior to starting rotations**
5. **At least one “positive” Affective Evaluation Form from the Lead Instructor for the course and one from each Practice or Testing Session Skills Instructor**

Paramedic 2

1. **All online didactic coursework, homework or other assignments, a minimum of 3 chat-rooms (with participation), and 2 Medical Director led events (Round Table, etc.) – minimum average 80**
2. **Anatomy and Physiology – offered through a separate online program with a separate book and access code that must be purchased by Student. Students who can produce an acceptable transcript or proof verifying successful completion this requirement at another private EMS school or at a college (A&P I and II) with a grade of C or higher may be allowed to challenge the A&P final exam only. Passing on final exam is a minimum of 70.**
3. **Pharmacology Qualifying Exam – minimum grade of 80, 2 retests allowed**
4. **ECG Qualifying Exam – minimum grade of 80, 2 retests allowed**
5. **Final Exam – minimum grade of 70 on 1st attempt, 80 on retests**
6. **Successful completion of Practice/Testing Session(s) – “skills” to include signed Instructor Proficiency Form prior to starting rotations**
7. **Successful completion of the minimum requirements for Clinical and Field Experience Rotations and Final Field Internship**
8. **At least one “positive” Affective Evaluation Form from the Lead Instructor for the course, one from the Clinical Coordinator, and one from each Practice or Testing Session Skills Instructor**
9. **Successful completion of Graduate Interview with member(s) of Medical Director’s Team and marked clear on Terminal Competency Form by Medical Director and Program Director**

Once all of the above requirements for a course level are completed, paperwork is all received in the PERCOM office, and the file is completed for the student, the process for approving a student for graduation and clearance to test the national examination will begin per the posted “Course Completion Procedure”. To assist in reducing delays in this process, the student should notify the Clinical Coordinator by message or email when he/she thinks she is complete with all clinical requirements so that the paperwork and data can be reviewed. This process can take up

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to 2 weeks before the student will be marked clear on the NREMT website to test by the Program Director. Students will be notified of any potential delays over and above this period but must keep in mind that posted holiday periods are over and above this processing period. Students who complete requirements too close to a scheduled office closure for holidays as per noted on the Student Announcements Page or who complete during the scheduled office closure must wait for the office to re-open for the processing period to begin.

TEXAS DEPARTMENT OF STATE HEALTH SERVICES REQUIREMENTS:

Texas rules and regulations are set forth in Vernon's Texas Health and Safety Code and in the Texas Administrative Code. Information can be obtained from Texas Department of State Health Services, EMS Office.

Texas uses National Registry testing as the initial entrance testing process for all levels of EMS applicants. Students will follow all National Registry guidelines for testing and all state guidelines for gaining Texas certification following successful completion of an initial training course through PERCOM prior to being allowed to work as an EMS certificant in Texas. **THE STUDENT IS SOLELY RESPONSIBLE FOR MAKING ALL TESTING ARRANGEMENTS AND COMPLETING ALL CERTIFICATION REQUIREMENTS.**
QUALIFICATIONS:

The following is a general functional description of the Emergency Medical Technician (EMT), EMT-Intermediate or EMT-Advanced, and PARAMEDIC certification levels as per the Texas Department of State Health Services (TDSHS).

The student must successfully complete a department-approved course and achieve a passing score on practical and written certification examinations.

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

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COMPETENCY AREAS:

EMT EMERGENCY MEDICAL TECHNICIAN

Must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the DOT/EMT Basic curriculum and the FEMA document entitled "Recognizing and Identifying Hazardous Materials." Automated external defibrillation use is optional in this course.

EMT-Intermediate

Must demonstrate competency handling emergencies utilizing all Basic and Advanced Life Support equipment and skills in accordance with all behavioral objectives in the DOT/EMT Basic and EMT-I curriculum, to include endotracheal intubation. Manual and automated external defibrillation are optional course skills.

PARAMEDIC

Must demonstrate competency handling emergencies utilizing all Basic and Advanced Life Support equipment and skills in accordance with all behavioral objectives in the DOT/EMT Basic, EMT-I curriculum, and the PARAMEDIC curriculum. The PARAMEDIC has reached the highest level of pre-hospital certification.

Description of Tasks

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

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

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

Complies with regulation in handling deceased, notifies authorities, arranges for protection of property and evidence at scene. Determines appropriate facility to which patient will be transported, reports nature and extent of injuries or illness to the facility, asks for direction from hospital physician or emergency department. Observes patient en route and administers

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care as directed by physician or emergency department or according to published protocol. Identifies diagnostic signs that require communication with facility. Assists in removing patient from ambulance and into emergency facility. Reports verbally and in writing observations about and care of patient at the scene and in-route to facility, provides assistance to emergency staff as required.

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

DRESS CODE:

Students are required to follow all dress code procedures for the chosen clinical program. **Non-adherence to the required clinical program dress code may result in disciplinary action or being dropped from the clinical program.** If the student is dropped from the clinical program and barred from re-admission to the program for not following the dress code (or any other policies/procedures in the program), the student will also be dropped from the PERCOM program. The student may appeal to the clinical program for readmission per the clinical program's appeals process. If the student is readmitted to the clinical program within 6 months of being dropped, the student may be readmitted to the PERCOM program as well. However, the student MAY be subject to a reinstatement fee by one or both programs.

Dress code for skills sessions is typically business casual and comfortable. However, students are not allowed to wear derogatory or inflammatory shirts, tags, labels, or other clothing or accessories to skills sites. **NO DENIM IS ALLOWED.** Students should dress professionally and have good hygiene for these sessions so as not to offend others. However, be aware that clothing could be damaged or stained during the sessions, and PERCOM will not be held responsible for such damage and no reimbursement for damaged clothing or accessories will be made. Students will maintain the ultimate responsibility for maintaining their dress and accessories. PERCOM will also not be held responsible for theft or damage of any items or clothing brought with the student to skills or rotation sites.

CLINICAL EXPERIENCE:

Most students will complete clinical and field rotations through PERCOM's Clinical Program. PERCOM holds Cooperative Agreements with one or more EMS Education Programs associated with other schools. These programs are pre-approved by PERCOM and, if chosen in lieu of PERCOM's Clinical Program, will provide PERCOM with the final documentation of the clinical experiences of the student as well as a letter verifying completion of the clinical program's requirements. Once PERCOM receives the letter verifying completion and documentation of all clinical and field rotations and associated documentation, PERCOM will grant credit for completion of the clinical and field rotation requirement toward successful completion of the EMT-Basic, EMT-Intermediate/EMT-Advanced, or Paramedic program. Other than the agreed upon tuition between PERCOM

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and the other Clinical Program, all other extra expenses for this convenience or opportunity will be borne by the student to include, but not limited to, uniform, other paperwork, immunization, or other requirements, access to scheduling and data systems, etc.

*Students must obtain all Clinical Documents and Instructions from the Student Resources Sections of the percomcourses.com course platform and/or the Clinical Coordinator. Students must begin the process for submission of appropriate documents for clinicals EARLY in their programs and should contact the PERCOM Clinical Coordinator at clinicalcoordinator@percomonline.com for further instructions. **NO student will be allowed in the clinical or field rotation environment prior to having submitted all necessary course documents and items, prior to having the submissions approved by the PERCOM Clinical Coordinator and the appropriate clinical program, or prior to having been registered by the Clinical Coordinator with the appropriate clinical program. Students are barred from contacting clinical sites to register themselves for rotations unless otherwise directed by the Clinical Coordinator or Liaison and are barred from attending rotations without being in complete uniform with nametag.** *Note: It can take up to six weeks to schedule rotations for a student once all required paperwork, date requests and location requests have been received from the student. Not all requests are approved by contracted sites depending on their current student and staffing situations and other issues. Some requests may not be approved or denied until up to the day before the rotation despite multiple attempts by PERCOM to gain approval. This means all students should PLAN EARLY and submit ALL Paperwork and requests as early as possible. Once date requests are submitted to the Clinical Faculty, the student must keep those dates open unless notified of denial or cancellation by PERCOM Clinical Faculty. Failure to keep the date open after requesting the date will result in a “no show” fee being assessed that must be paid prior to attending or scheduling any further rotations. ALL PAPERWORK MUST BE COMPLETED THAT IS IN THE REQUIRED PACKET IRREGARDLESS OF A STUDENT’S INTENT TO ATTEND ROTATIONS AT A SPECIFIC SITE OR SITES INCLUDED IN THE PACKET. FAILURE TO COMPLETE THE PACKET IN ITS ENTIRETY WILL CONSTITUTE BEING BARRED FROM ROTATIONS UNTIL ALL PAPERWORK IS RECEIVED AND MARKED AS “ACCEPTABLE” BY THE CLINICAL COORDINATOR.*

Students who are scheduled for clinical or field rotations but do not show up for a scheduled rotation without having canceled with the Clinical Coordinator at least 48 hours prior to the start time of the rotation shift will be charged a \$50 “no-show” fee for each missed shift and will not be scheduled for further rotations until the fee is paid. Emergencies will be reviewed on a case by case basis and may require documentation verifying the emergency causing the “no show.”

No student is allowed to become part of the “minimum staffing requirements” for an EMS service or during EMS or Fire response while in rotation/student capacity. Students MUST function in student capacity when scheduled or for credit under the auspices of a designated preceptor at all times.

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No clinical or field site or location is guaranteed to be made available to any student at any time. PERCOM strives to make sites available as close as possible within reason based on existing affiliation agreements, availability of an appointed Medical Director for physician oversight (if other than Texas), state laws and regulations, and accreditation standards. However, students should be prepared to travel. This is an online, Texas based program, and PERCOM is not required to provide out of state skills or rotation sites. Even Texas is a large state, and students may be required to travel to meet course requirements. PERCOM is not responsible for travel or housing costs associated with these requirements. PERCOM will not be held liable for changes in rules or policies governing individual states and rotation locations, accreditation or licensing standards, rotation request denials by sites or agencies either individually or collectively, and PERCOM will not be held liable for a student's inability to rotate in their state due to existing or changing rules and policies. PERCOM is only mandated to provide sites in the state of Texas. However, we will continue to work with state and national licensing and accrediting bodies to try and maintain existing clinical and field sites available as close as reasonably possible and within reason. Students and potential students who wish for new sites to be added will be required to complete the Site Request Form and investigate state rules governing the ability for out of state programs to rotate in their individual states and may be charged a fee to send that site an agreement request to help cover the cost of man hours to pursue new sites. (This applies to out of Texas sites only.)

INFECTIOUS DISEASE CONTROL:

Please refer to the **MANUAL FOR INFECTION CONTROL AND EXPOSURE POLICY AND PROCEDURES**, which is attached as **APPENDIX A** to this document. **ALL students are required to read this Manual in its entirety and abide by its procedures for infection control.**

ALCOHOL AND DRUG POLICY:

Consumption of alcohol and drugs is inconsistent with a good learning experience. Students who come to class after having ingested alcoholic beverages will be required to leave class or the skills site, and an unexcused absence will be recorded. If the student was asked to leave a skills site based on reasonable suspicion of alcohol or drugs, the "unexcused absence" will count as a "no-show" and rescheduling will require payment of the Rescheduling Fee. **Students will not drink alcoholic beverages while performing clinical or internship experiences; nor within a period of 8 hours prior to such experiences or as otherwise stated in the clinical program's policies; nor at any time or place when wearing the clinical uniform.** Students shall not perform clinical or internship experiences while under the influence of any drug that impairs performance, whether such drug be prescription or over-the-counter. Students shall not be under the influence of any illegal drug. An instructor who has reason to believe that a student is under the influence of either alcohol or drugs during class or during clinical or internship experiences may require that the student submit to a blood or urine test at the student's expense. Refusal to submit to a required alcohol or drug test will result in dismissal from the program without appeal. If it is determined that a student is under the influence of alcohol and/or drugs during class or a clinical or internship experience, the student may either be required to receive counseling or be dropped from the program as determined by the Program Director. **Violation**

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of drug and alcohol policy may result in dismissal from the program and an overall grade of "FAIL" assigned to the course and may not be allowed to reapply for program admission in another course.

PERCOMOnline, Inc., and PERCOM EMS Medical Education Consortium and their affiliates and all clinical and field rotations sites are to be considered “drug free zones” in reference to illegal, illicit or outlawed drugs, substances, paraphernalia, propaganda, flyers, stickers or other emblems, or any other related item.

PERCOM personnel and students are barred from using or possessing any of these items in PERCOM offices, the building in which it is housed, the associated parking area or those of any affiliate skills sites or clinical or field sites. Violators of this policy may be expelled or terminated from employment or enrollment in PERCOM’s program.


PERCOM personnel and students are responsible for the actions of others that they bring to any of these sites and may be held accountable for their actions as well if they are in breach of this policy.

SMOKING POLICY

In keeping with Chapter 10, Article III, Division 2, SMOKING RESTRICTIONS, as adopted by the Abilene City Council, the following smoking restrictions apply to all PERCOMOnline, Inc. and PERCOM EMS Medical Education Consortium personnel and students when on the premises of the PERCOM offices.

1. Smoking of any kind is not allowed anywhere in the PERCOM offices or anywhere in the building in which the offices are housed or in any of its company owned or company designated vehicles.
2. Smoking of any kind is prohibited within 20 feet of any of the exterior building doors of the building in which PERCOM. is housed or within 20 feet of any vents or ventilation systems for said building.

Violation of this policy is a violation of Abilene city law and will not be tolerated and could lead to expulsion or termination. Students are responsible for checking the rules for other skills sites or clinical or field sites for which they must be in attendance and abide by those rules as well or students who breach those rules could also face expulsion or termination.

PERCOM personnel and students are responsible for the actions of others that they bring to any of these sites and may be held accountable for their actions as well if they are in breach of this policy. 

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FIREARMS AND OTHER WEAPONS:

Students are prohibited from carrying or exhibiting firearms or other weapons at the main PERCOM office and surrounding associated properties or its skills sites or clinical or field sites and surrounding properties unless otherwise allowed or required by law and as a part of their legal duties.

CHEATING, LYING, STEALING AND MISREPRESENTATION:

Students who cheat in any way, steal either information or tangible goods, lie about or misrepresent any material fact pertaining to any document or record involving the student's presence or absence at any clinical site or during any ambulance rotation, involving the student's conduct or actions during any part of any courses taken, or otherwise in any manner that could be related to academic dishonesty in connection with the courses being taken will be dismissed from all courses with a grade of "FAIL". The student may be allowed to voluntarily withdraw depending on the nature of the infraction. However, refunds for tuition or any other fees or charges will not be given even if the student otherwise meets the Refund Policy guidelines. Criminal prosecution may be invoked in any appropriate case.

Plagiarism in completing assignments will not be tolerated. Any student found guilty of plagiarizing in completion of required course homework or assignments may be dropped from the course with a grade of "FAIL" and will not be allowed re-admittance to the program.

Students who cheat on completing course materials or on clinical paperwork or data submissions (fraudulently documenting hours, shifts, contacts, skills, preceptors, preceptor evaluations, etc.) are subject to severe disciplinary action up to and including possible expulsion from the program and a report filed with your state EMS certification or licensing office.

If a student is disciplined or removed from the program for cheating and the student's tuition was paid by an employer, the employer may also be notified. Cheating will NOT be tolerated.

Any breach of this policy may result in PERCOM's notification to Texas Department of State Health Services of the circumstances surrounding the breach.

PERCOM requires that students perform research in the process of completing homework assignments, and research sources must be cited using correct and currently accepted medical citation formats. Failure to cite sources may result in a diminished grade, as determined by the lead instructor.

REPRESENTATIONS BY STUDENT:

A student that represents himself/herself to hold any certification not held is subject to criminal prosecution. A student may not represent himself/herself to be an employee of any clinical or ambulance facility or of PERCOM or any of its clinical affiliates or programs unless duly employed there. Any such conduct will result in dismissal from the course with grade of

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"FAIL" and may be reported to Texas Department of State Health Services.

Anyone who is not a PERCOM student is BARRED from presenting himself/herself as a PERCOM student and the person will be BARRED from enrolling in PERCOM and a report will be filed with Texas Department of State Health Services. A PERCOM student who is not authorized to function as a student in a clinical or field rotation site or is unscheduled to be in that site will be immediately dropped from the program with a grade of "FAIL" and a report may be filed with Texas Department of State Health Services.

CPR CERTIFICATION:

ALL students must maintain valid American Heart Association BLS CPR for Health Professionals aka BLS Provider at all times during the course. Some affiliated clinical programs may allow an "equivalent" to this certification; however, this will be reviewed on a case by case basis. Students will be evaluated during skills training/testing sessions, research exams, homework and/or final examination using American Heart Association standards to ensure minimum competence can be demonstrated in these skills. **No student will be allowed to attend clinical or field rotations or to receive course completion without a current copy of the above mentioned card on file.**

Advanced and Paramedic students are also required to maintain a valid NREMT or Texas EMS certification as an EMT or higher. No student will be allowed to attend clinical or field rotations or to receive course completion without a current copy of the above mentioned card on file.

LIABILITY INSURANCE:

Student's liability insurance policy may contain provision for limited medical payments if the student is injured during clinical or ambulance internship; however, this is a matter between the insurance carrier and the student. **PERCOMOnline, Inc. and PERCOM/Kilgore College Consortitum ARE NOT INSURERS OF ANY STUDENT AND WILL NOT BE RESPONSIBLE FOR ANY INJURY TO THE STUDENT OR FOR THE COST OF ANY MEDICAL CARE.** Emergency medical care shall not be billed to PERCOM or its owners, agents, or employees, or any of its affiliates.

Students will be required to submit proof of current basic medical healthcare coverage before being allowed to schedule for clinical and field rotations and must maintain health coverage until all rotations are complete. Short term insurance policies for students are accepted.

All injuries during clinicals or internship must be reported to the Clinical Coordinator for the chosen clinical program in person or by paging him or her as soon as practical. In no event will a student represent to any health care provider that he/she is employed by PERCOM or the chosen clinical program, covered by health insurance provided by PERCOM or the chosen clinical program, or that a bill for medical services should be sent to PERCOM, the chosen clinical program or any of its affiliates. Doing so could lead to the student being dismissed from the program with a grade of "**FAIL**".

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Injuries during skills practice or testing must be immediately reported to the Skills Instructor for the session. The incident must be documented in writing and forwarded to the Program Director. If the incident requires emergent medical care, the Skills Instructor will contact the Program Director as soon as possible and also supply a written incident report.

STUDENT ASSUMES ALL RISKS INVOLVED WITH TRAINING AND SHALL HOLD PERCOM, THE STUDENT'S CHOSEN CLINICAL PROGRAM, AND ITS AFFILIATES HARMLESS FROM ANY COSTS, PAYMENTS, JUDGMENTS, OR LIABILITY RESULTING FROM INJURY TO THE STUDENT. STUDENTS MUST FILE ON THEIR OWN HEALTHCARE OR ACCIDENT INSURANCE COVERAGE.

STUDENT ASSISTANT POLICY

Students may be selected to assist PERCOM instructors during various educational activities. However, students may not function in any administrative or instructor role or as paid staff in lieu of PERCOM staff. If a student is currently a PERCOM employee, he or she cannot function in any employment role or responsibility that would be in direct conflict or be considered unethical or illegal.

UNDERSTANDING POLICIES AND PROCEDURES:

The Program Director, Didactic Instructor and Course Coordinator (if different than Program Director) are always available to answer students' questions about the course and the policies and procedures applicable to it. Students should always feel free to ask the Director, Instructor or Coordinator about any matter concerning the course or the student's participation or standing. It is the student's responsibility to know and follow all policies. Ask questions about any matters you do not clearly understand, and this will help to avoid misunderstandings.

All policies and procedures outlined in this Handbook or other associated documents given to the student or posted on the School Announcements Pages are applicable to students who reside in Texas or outside of Texas or from other countries. Texas state policies apply to all students enrolled in PERCOMOnline, Inc. or PERCOM EMS Medical Education Consortium programs where whether they reside in Texas or not and regardless of where clinical and field rotations are scheduled and completed.

Potential violations of these policies and procedures as outlined in the previous paragraph will be investigated. Minor violations will be handled directly by the course Lead Instructor. More serious violations (as judged by the Lead Instructor) will be investigated and handled by the Program Director and/or Course Coordinator and may involve up to a hearing or Review Committee. If a hearing is held, the student(s) will be notified of the hearing date and time by email and given an opportunity to provide supporting documentation or evidence to uphold or negate the claim in advance of the hearing. Students may be allowed to participate in a hearing by webinar or telephone conference call. In any complaint situation involving harassment or

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assault or other crimes against the person involving PERCOM students, staff, faculty, fellow students, etc., PERCOM will take reasonable steps to investigate and respond to the complaint and will make reasonable efforts to maintain confidentiality if requested. In complaints of sexual harassment, assault or other types of "violence" are received but the complainant requests that it not be pursued, PERCOM will still take all reasonable steps to investigate and response to the complaint consistent with the request as much as possible. Law enforcement officials may be contacted to investigate and/or results of the investigation may be reported to appropriate law enforcement. THERE WILL BE NO MEDIATION OR INFORMAL DISPUTE RESOLUTION IN COMPLAINTS OF A VIOLENT SEXUAL NATURE OR ASSAULT ARE INVOLVED.

END OF STUDENT HANDBOOK.