



**PERCOMONLINE, INC.
PERCOM EMS MEDICAL EDUCATION
CONSORTIUM
STUDENT HANDBOOK 2026**

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

The PERCOM EMS Medical Education Consortium and is accredited by the Commission of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP).

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Mineral Wells Fire Department(MWFD) and Wilson N. Jones Regional Medical Center(WNJ) are sponsors/members of the PERCOM EMS Medical Education Consortium, who provide oversight for the online Paramedic courses (does not include EMT or AEMT). MWFD and WNJ are licensed by the Texas Department of State Health Services.

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 (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.**

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 covers 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.

For the Paramedic program, our minimum expectation is to prepare competent entry-level Paramedics in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains with or without exit points at the Advanced Emergency Medical Technician and/or Emergency Medical Technician, and/or Emergency Medical Responder levels.

GENERAL REQUIREMENTS:

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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 who are Seniors in High School MAY be accepted individually but conditions apply.) Students must submit a copy of a current American 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 (for AEMT or Paramedic) and AHA BLS certification (for EMT and above) 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 percomcourses.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 as long as they are in good standing academically and behaviorally in the program. 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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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. To request a voluntary suspension, students must submit the completed Voluntary Suspension Request Form located in the coursework or search Support on percomcourses.com. 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 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. These suspensions are only granted on a case-by-case basis and approval is not guaranteed. Applicants must be clear on the reasons for the need for the suspension and may be required to submit supporting documentation for review for approval.

Refund Policy:

A service fee of 3% of the amount refunded is deducted from ALL refunds.

Refund Policy for Post Enrollment Students

An applicant/enrollee or paying 3rd party may request and receive a refund minus a \$ 250.00 application fee within seven days of the course access date. The course access date is defined as the date on which the Admissions Department sends the official course access email or message notification to the student with course access information, instructor information, and other important information for completing the course including deadlines. From the seventh day following the assigned course access date to the fourteenth day a refund of 50% may be requested. Following the last hour on the fourteenth day no refund is applicable. If the applicant/enrollee has not completed all enrollment steps as required within seven days of the first payment to PERCOM, the course access date will be considered to be the initial payment date. Please review the Refund Policy posted on percomcourses.com for more information.

Refund Policy for Pre-Enrollment Students and Advanced Placement Program/Challenge Students

Full refunds are only available if requested BEFORE that student signs up for the background check and/or submits their application. If any of the registration requirements have been completed by the new student prior to the refund request, then they are only eligible for a partial refund of the amount paid minus the application fee of \$250.

If an Advanced Placement or Challenge student has completed the registration items and was sent the link to schedule the online exam, they are only eligible for a partial refund of the amount paid minus the application fee of \$250. AP or Challenge students who have completed any portion of Challenge Testing, whether they pass or fail, are not eligible for refund. Please review the Refund Policy posted on percomcourses.com for more information.

Refund Policy - CONTINUING EDUCATION PROGRAMS and EMS Instructor Course

An applicant/enrollee or paying 3rd party may request and receive full refund within three days of the course access date as long as the "student" has not accessed the course materials or completed any

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

coursework in any way. The course access date is defined as the date on which the Admissions Department sends the official course access email or other method of notification to the student with course access information, instructor information, and other important information for completing the course including deadlines, or after automatic enrollment. PERCOM Inc. reserves the right to refuse any refund request for any reason outside of the above established policy. PERCOM Inc. reserves the right to refuse any refund request for any reason outside of the above established policy. Please review the Refund Policy posted on percomcourses.com for more information.

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 using the Extension Request Form located inside the coursework or in Support on the website 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. A fee may be charged for the number of months agreed upon and must be paid in advance of the extension being granted in most cases. Students who are already over the deadline when requesting an extension may also be billed and must pay for the existing overage fee unless otherwise waived by the Program Director or COO.

Neither extensions or voluntary suspensions requests are guaranteed to be granted. Students must make every effort to complete by the stated deadlines and request one or the other of these items only if absolutely necessary. We want our students to achieve. But we also have a responsibility to all students to ensure that we can also stay within our state and national reporting parameters and expectations.

Drop versus Removal:

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

Each student enrolled in a PERCOM course or program has a responsibility to meet the deadlines as listed in the policy above. This means students must stay on track so that the course or program can be completed on time or before the stated deadlines. Students must also follow the mandatory weekly course login Participation Policy demonstrating that the student is moving forward and working on the coursework in a progressive fashion. To meet this requirement, students must simply log into percomcourses.com down to the coursework, just like showing up for class for “roll call”.

Students may be either dropped or removed from the program for non-participation or not meeting didactic or overall deadlines. A “Removed Not 10%” means that a student has not completed a designated amount of coursework consistent with having completed 10%. A “Drop” is utilized if the student is being dropped for non-participation, bypassing deadlines without extensions or self-request but the student HAS completed at least 10% of the coursework. The student may request to be reinstated ONCE after being dropped or removed and the course access date and deadlines will be reset but will be required to pay a reinstatement fee. If the student is dropped or removed again, reinstatement may be denied. If the reinstatement request is greater than 6 months after the drop or removal, the request will typically be denied, and the student will be required to re-enroll and start over academically and financially as a new student.

Removed Not 10% Parameters:

- EMS Instructor: No submitted assignments
- EMT: Has completed no more than Exam 3
- P1/AEMT: Has completed no more than Exam 9
- P2: Has completed no more than Exam 4

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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 - (b) Vaccines Required. Students must have all of the following vaccinations before they may engage in the course activities described in subsection (a) of this section:

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

(1) Tetanus-Diphtheria Vaccine. Students must show receipt of one dose of tetanus-diphtheria-pertussis vaccine (Tdap). In addition, one dose of a tetanus-containing vaccine must have been received within the last ten years. Td vaccine is an acceptable substitute, if Tdap vaccine is medically contraindicated.

(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 two doses 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.

(4) Varicella Vaccine. Students are required to have received two doses of varicella (chickenpox) vaccine.

(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 as rapid as medically feasible 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). 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 laboratory confirmation of immunity or laboratory confirmation of disease. 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.

(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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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. Please note that a “conscientious objection” and request to be exempted from these vaccination requirements will not be accepted by the rotation sites. If a student refuses to obtain all necessary vaccinations and proofs of vaccinations, titers, physical exam, etc., PERCOM cannot place that student with hospital and EMS sites for rotations. Also, many sites may now require COVID-19 vaccination completion, COVID-19 testing, and other requirements related to this particular infectious disease. Students are subject to these and any other requirements by specific sites if they choose to rotate at that site and must complete those site-specific requirements. Clinical Faculty will not “site shop” for students so if the volume of sites requiring COVID-19 vaccinations increases in size over time, students may have difficulty being placed in their requested sites if not vaccinated. MOST HOSPITALS NOW REQUIRE VACCINATION DUE TO CMS REQUIREMENTS. PERCOM will not be held legally liable nor will refunds be granted to students or payors for students who cannot be placed in rotations who cannot or will not meet the site requirements.

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 the 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. Students who do not complete final exams and skills by deadlines, as well as submit clinical paperwork and drug screen requirements and schedule to be able to be cleared within one year of the original enrollment date may be required to repeat the background check through PERCOM’s chosen vendor at student expense.

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:

1. May be required to take and pass the P1 Challenge online exam, subject to determination by the Program Director and
2. Must pay for and successfully pass a PERCOM Paramedic 1 skills test at a designated PERCOM skills site.

Students who have completed Texas AEMT or EMT-Advanced through another EMS education program and hold a current Texas EMT-A 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, Phase 1 of the process. Students will also be required to demonstrate proficiency on all Paramedic 1 skills at a PERCOM designated skills site, which is Phase 2. (Applicants must pass BOTH phases for the Challenge/Advanced Placement to be considered successful.) For these “Challenge – Advanced Placement” 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 – Advanced Placement” 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.

“Challenge-Advanced Placement” students who successfully complete Phase 1 and 2 of the process will be required to email the Program Director prior to submitting all required clinical paperwork for rotations to request associated rotation credits if appropriate. These credits are NOT automatic and depend the level of documentation presented (CV/resume, certification, approved rotation documents or reports from a prior program, etc).

Other Advanced Placement requests will be evaluated if presented or requested by other healthcare professionals (physicians, Registered Nurses, Respiratory Therapists, expired EMS professionals, active duty military “medics”, or students who have completed much or all of other EMT, AEMT, or Paramedic programs or are transferring from another program). Requests outside of the parameters listed in the prior paragraph will be evaluated by the Program Director and Lead Medical Director for approval

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

or denial and placement testing methods may be individualized based on the level and proof/documentation presented by the requestor.

No Advanced Placement is guaranteed and Challenge/Advanced Placement requests may be denied.

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, the 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 should 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 should 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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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.

3. Review and be able to perform the TDSHS Functional Job Description for each level indicated in the document. Students who have documented disabilities that 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, including for states in which recreational or medical Marijuana is legalized and/or if the applicant is authorized for the use of Medical Marijuana. Students from states with legalized Marijuana or who are authorized to use medical Marijuana may still be denied the ability to schedule for hospital and/or EMS site rotations at requested sites by those agencies or facilities as based on their individual policies. PERCOM is required to honor policies set by each individual rotation site or agency and has no legal liability or responsibility for policies set or enforced by those agencies or sites. Waivers negotiated between the student’s employer and the site on behalf of the student (or if the site is the student’s employer and will accept the student regardless of the results of the 10-panel urine drug screen) will be honored by PERCOM.
2. Health/accident insurance (can be a short-term plan to cover only while in skills/rotations)

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

3. Physical exam 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, Covid Vaccines/Boosters, etc.
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, which must be provided by the student and at the student's expense. Students must carefully evaluate the requirements for each site requested and will be required to meet any of those additional requirements. Students should be prepared to supply their own PPE equipment.
7. Some sites have specific methods where students are required to ALSO submit the required items directly into their system online and complete specific training steps prior to being accepted for rotations. If the student chooses one or more of these rotation sites, these requirements are over and above those required by PERCOM. To see a specific list of PERCOM requirements, students must go to the appropriate clinical paperwork link after logging into coursework on percomcourses.com.

NON-DISCRIMINATION

PERCOMOnline, Inc, and PERCOM EMS Medical Education 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. However, PERCOMOnline, Inc. and PERCOM EMS Medical Education Consortium reserve the right to deny admission to any applicant for any other reason as long as it is not related 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.

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 criterion.

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 Director 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.

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

CULTURE OF SAFETY

PERCOM strives to help students stay safe throughout their experience in our classes and programs. PERCOM's Administration and Faculty, as well as its students, are expected to adhere to basic Culture of Safety. To do this, all must maintain safety awareness and alertness, treat activities seriously (in Skills Labs and rotation environments), and work as a team to be task-oriented and focused on functioning in those environments and performing skills on faculty, other students, preceptors, and patients safely. Students who behave in ways that are outside of accepted standards for the nationwide EMS "culture of safety" that is encouraged and even enforced in EMS education programs, EMS agencies, and hospitals across the U.S. may become injured.

If a student becomes injured during a Skills Lab, he/she must notify the Lab Instructor immediately. The Lab Instructor will evaluate the situation and contact the Program Director. An investigation on how the injury occurred will proceed and be documented in an Incident Report for further review and possible identification of ways to prevent this sort of injury in the future. The Lab Instructor and/or Course Coordinator (or Program Director) may give direction to the student to seek medical care for the injury, if indicated. If the injury occurs during a rotation (either EMS or hospital), the student should report to this to the preceptor immediately, contact the PERCOM Clinical Coordinator by telephone or text immediately, and follow all instructions for receiving care from the site and/or the Clinical Coordinator. If the injury involves a needle stick or other contact with potentially infectious human body fluids (whether in Skills Lab or a rotations setting), the named Infection Control Officer (the Clinical Coordinator) must be notified immediately by telephone or text message so that he/she can intervene and provide instructions.

Expenses incurred for any sort of student injury that occurs while in and connected to the Program or Class being attended by the student at PERCOM will be borne by the student.

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, business, 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 Gmail to limit communication difficulties.)
- Course Textbooks (Titles and ISBN information is listed on all course description)

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

pages at percomonline.com or percomcourses.com). Students are expected to order textbooks before or during the enrollment process.

- Course Syllabi and Clinical/Internship Manual will be posted in the Resources Module 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 Clinical Registration page linked inside the course platform or where otherwise directed.)
- Student Handbook (Located in the Resources Module of the percomcourses.com course platform and linked from the course website main page under “Policies”.)
- Skills Check-off Check sheets (available inside the Student Resources Modules of the courses at percomcourses.com)
- Required uniform if not already owned (one shirt will be provided for rotations)
- Other required course materials such as gloves, stethoscope, watch with seconds display, etc.
- Tablet PC or other electronic device capable of allowing the student to appropriately document skills labs and rotation paperwork, data entry, etc.

REQUIRED HOMEWORK AND EXAMINATIONS:

HOMEWORK ASSIGNMENTS: Each course level has specific homework assignments to be achieved before being cleared to schedule for Final Exam. These assignments are interspersed throughout each course and outlined inside the Course Schedule/Syllabus. P1 and P2 students are also required to upload proof of completing the associated A&P course requirement (gradesheet), P2 students are required to submit proof of a current AHA ACLS, AHA PALS and a trauma certification (PHTLS, ITLS, e-ITLS, etc.), and EMT, AEMT and Paramedic students are required to successfully complete Juris Prudence, TIMS, and other certifications such as HAZMAT Awareness. These requirements are in addition to the standard homework assignments as listed and must be submitted to the lead didactic instructor prior to being cleared to schedule for Final Exam.

Homework assignments also must reach a minimum level of competency in their submissions, as determined during grading. Instructors reserve the right to return any assignment that does not meet minimum competency in the instructor’s judgement and return it to the student to redo and resubmit until that level of competency is demonstrated to the instructor. One resubmission/redo may be allowed but further attempts are not allowed. Clearance for Final Exam may be withheld if the assignment is not returned or submitted at minimum competency level per the instructor’s judgement.

Handwritten assignment submissions will be rejected and not graded. Assignments submitted without the following items listed at the top of at least the first page will also not be accepted – 1). Student name used during enrollment, 2) Class number (i.e. 200J, 400H, etc.), and 3) Assignment Name. For P1 and P2 students, Anatomy and Physiology gradesheets that are not complete or are not printed/submitted with the Student’s Name as shown on the gradesheet website will also not be accepted. It is not the instructor’s responsibility to notify a student that work was not accepted

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due to not following the instructions for labeling assignments. Please be aware that every document must be adequately identified in your file. And it is extremely difficult for faculty to try to read handwritten assignments so we cannot accept them.

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 qualifying quizzes with a minimum grade of 80 for Pharmacology and ECG quizzes prior to being allowed to attend skills or begin rotations for P2 level. If the student fails the ECG or Pharmacology Quiz, the student may retest twice more but should work closely with the course lead instructor for academic support and assistance in the topics.** . Students will be required to make a minimum grade of 70 on the proctored Final Exam for each class (A&P, P1, and P2) . 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 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. Following completion of Final Field Internship, ALL Paramedic students will be required to participate in and pass a Paramedic Graduate Scenario Summative Exam 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. (This can be scheduled when the student has completed at least 50% of Final Field Internship.)** Theoretically, a student can pass the course in every other category but still fail to pass the Graduate -Exam 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. Potential Graduates from Paramedic will also be required to complete a Summative Skills Exam when at least 50% of Final Field Internship is complete. The student will follow and be required to meet criteria delineated in the Summative Skills Exam checksheet instructions but will send the exam submission to the Program Director in mp4 format. Finally, all Paramedic candidates for graduation must take and pass an online "written" Paramedic exam after completing all other graduation requirements. The candidate must make a minimum score of 70 on the exam to pass. The student is allowed to

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

retest up to two more times but the exam may be a different exam. A minimum score of 70 is required to pass these retests. If the student fails the Summative Final Exam, he/she must complete the Adaptive Testing requirement (or alternative accepted by the Program Director) before being allow to retest.

ADAPTIVE TESTING REQUIRED DURING ROTATIONS PHASE: Students have a tendency to lose some of what they have learned while completing the rotations phase of any EMS education program, if they don't continue to study. This can lead to issues when attempting to pass the NREMT certification examination. PERCOM wants all students to succeed. So to ensure that all students continue to study and promote learning retention, they are **REQUIRED** to complete the following steps while in the rotations phase. Failure to complete these steps and to email proof of completion of the steps to the Program Director will result in graduation denial.

- **NOTE: Paramedic students are exempt from the Adaptive Testing requirement if they pass the Paramedic Summative Final Exam online in emstesting.com on the first attempt. (However, completion of this requirement is still highly recommended for those students. Students who fail the Paramedic Summative Final Exam will be REQUIRED to complete Adaptive Testing per the requirements, or a Program Director accepted alternative, before being allowed to retest.)**

Graduation approval will be withheld until the evidence of completion of the items below is checked in as “completed” by the Program Director. Full Challenge students without emstesting.com general access are exempt from this policy.

1. Students **must** utilize the free Adaptive Testing Feature available within emstesting.com to complete this **requirement, unless exempted as above**. If the student has difficulty with these exams, he/she may email the Program Director for approval for alternative methods to meet this requirement.
2. Students must click on the Adaptive Testing icon and click the button to create new tests. Students should take the “timed tests” and use the NREMT option (not Educational Standards) under Curriculum. Then select topics starting with Airway Management and then working through all individually listed topics, taking tests until results for that topic are “Good” or higher, before moving on to the next topic.
3. Once all topics have been rated as “Good” or higher, students must move on to taking the “Comprehensive – All Active Modules” exams looking for “Good” or higher level results. Students must continue to take these exams until results reach that minimum level or higher.

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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 and are not included in PERCOM paid tuition. All paperwork must be filed prior to testing by the student. It should be understood that the student might successfully complete the entire course, and be ineligible to sit for the national examination due to certain criminal background information.

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, as well as any other outstanding invoices or fees owed, 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 CHANNEL AND CLASS ANNOUNCEMENTS IN DISCORD:

Students must apply for an utilize the PERCOM Channel on the DISCORD app following successful enrollment . Students are required to read ALL of the student-announcements channel posts and individual class channel announcements, and are required to check again for any new posts 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, reminders and other things are posted regularly using this App, and it is imperative that students monitor the posts Follow the instructions near the top of your coursework on how to join and if you have any difficulty, contact Support.

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 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

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dropped from the program if the student's 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. Students must also complete all skills lab paperwork and data entry into platinumplanner.com before leaving the lab site or, if allowed by the instructor, within 2 business days following the session. Students who do not complete all paperwork and data entry completely and honestly within the designated time frame may be subject to losing credit for completing the lab and required to pay rescheduling fees and reschedule at another posted lab 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/Advanced Placement 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. **NOTE: All advanced students (AEMT, Paramedic) must keep a current and ACTIVE copy of a TDSHS or NREMT EMT certification or higher in their student file with PERCOM.** An active EMT or higher is required by state rule but it also will be credited as evidence that the student has successfully achieved entry level (EMT) skills in relation to skills labs. These skills will not be individually assessed at P1 or P2 skills labs. However, students must be SURE that they are up-to-date on each nationally and Texas designated EMT level skill as they will be randomly assessed during skills lab sessions for competency.

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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 student's behavior and attitudes are inconsistent with professional behavior and accepted standards. Students must also complete all skills lab paperwork and data entry into platinumplanner.com before leaving the lab site or, if allowed by the instructor, within 2 business days following the session. Students who do not complete all paperwork and data entry completely and honestly within the designated time frame may be subject to losing credit for completing the lab and required to pay rescheduling fees and reschedule at another posted lab session. 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, 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.

All students should be prepared to bring their own PPE (personal protective equipment) for use during the skills Practice or Testing Session if indicated by instructions posted in the student-announcements channel in DISCORD or instructions in the Lock and Confirmation Email. If a student is locked into a skills session but becomes ill or diagnosed with a potentially infectious disease, he/she MUST cancel and not attend the session. Cancellations for illness or an injury after a session is "locked" must be accompanied by a doctor's statement verifying the reason for the need to cancel or rescheduling fees must be paid prior to being allowed to reschedule.

AEMT students will not be allowed to attend any clinical and field rotations until after passing all competencies and P1 Testing components .

Paramedic students may not begin clinical and field rotations for this course until both the Pharmacology and ECG Qualifying Quizzes have been taken and passed, all competencies, P1 Testing and P2 Practice Sessions through P2 Session 2 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.

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. Convenience dates may be available on request for students who cannot fit into the posted schedules or would like skills in a more "blocked and back-to-back" fashion. Fees for Convenience Sessions are approximately \$400 per session and the student must bring a helper with them to the site (adult preferably with at least EMT certification or background). If the student cannot bring a helper and there are no

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

other students listed for the Convenience Session, he/she may request that the instructor find someone to assist as the patient and helper. If the instructor locates someone for the student, the student must be prepared to pay the student directly in cash for their assistance per session. 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 Program Director. 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 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 “reinstatement” after 6 months and will be required to pay full tuition and begin coursework at the beginning.** Taking exams in emstesting.com, submitting homework, scheduling for or submitting clinical documentation, attending Chat Rooms or MD Roundtables or emailing instructors, staff, support or any other PERCOM or PERCOM affiliated individual or service **will not count** toward the mandatory participation requirement.

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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 or posted inside the online coursework. **The student is also expected to read the appropriate material from the course textbook or other assigned materials before class (or associated with each course module online) in order to be prepared for the class lecture. The student is responsible for all information contained in the textbook, online in the coursework 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. Exams are also designed as "open-book, open-internet" and as such, many questions are "forward thinking". This means that there may be some questions on each exam that is from future content, not what was just covered. This format is designed to force students to do research and start thinking ahead. It is a very successful learning method, we have found, but students must be diligent and use the regular course exams as intended – as LEARNING tools, as well as assessment tools.

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, 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 participant list is not adequate for meeting this requirement. Specific requirements are listed in the Welcome Packet, online Course Materials, and/or any of the DISCORD student or class announcements channels 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 (but is based on instructor preference) 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–400H–Trauma Scenarios

Assignments received without the Student's Name legibly printed or typed at the top of the

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 the proper student name and class number at the top of the assignment as stated above.***

PROCTORED EXAMINATIONS:

High stakes examinations, -i.e. EMT, P1 and P2 Final Exams, are given on a one-on-one proctored 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 "Academic Integrity and Academic Dishonesty" for more information.

Students should remember that when taking online proctored examinations, this is like attending class and will also be captured in a video recording for review (potentially by a Committee or outside arbiter). Students should present themselves in dress, action, and words professionally and diplomatically at all times. Students should take care not to utilize foul or inappropriate language during the exam or they may receive a Disciplinary Action Plan up to and including expulsion from the program, depending on the nature and severity of the infraction.

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, ethnic, or sexual orientation harassment or assault will not be tolerated by the Program. All harassment or assault 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.

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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.

COMMUNICATIONS

Communications between all parties must occur for you to successfully complete the program. Students are required and expected to be proactive in expressing their concerns and needs, if indicated, to the appropriate faculty or staff member. Technical, website, payment or other “non-academic” issues may be addressed using the online Chat icon (if available) or the Support icon on percomcourses.com. Academic issues should be emailed or messaged to the appropriate person (if regarding online coursework to your designated lead instructor, if lab related to the Program Director or skills lab instructor as indicated, if rotation related to the Clinical Coordinator). While faculty and staff attempt to answer all communications promptly, sometimes incoming volume precludes an immediate response. Please allow up to 3 business days to receive a response to your email or message and if no response, try again or email or message the Program Director. (Be aware that grading of homework assignments can take much longer than 3 business days, and you should continue working in your course. However, if you have not received the graded feedback within 2 weeks, you should email or message your instructor.)

The structure of the coursework for all of PERCOM’s classes is student motivated and student directed. Therefore, you will usually not receive communications from your lead instructor (except for feedback and return of graded assignments) unless you ask for help or email a concern or need for assistance. These classes are also open-entry, meaning that all students are at different locations in the coursework so it would be impossible for the instructor to individually keep track of each one like in a more traditional school where students are all kept

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“together”. We expect the student to take initiative and ask for help as needed and follow up when responses are not returned within a reasonable period of time.

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. Even if a student has met all other academic and skills requirements, he/she may still not be allowed to complete the course and receive course completion documentation if it is determined that there is a behavior issue that, in the judgment of the Program Director, Faculty, and/or Medical Director(s), has not been resolved or improved or is so egregious in nature that the Affective Behavior overall minimum competency ratings are not achieved consistently, and on evaluations obtained after counseling and/or disciplinary action has been initiated or completed. A final decision of “Fail” based on Affective Behavior issues will remain with the Program Director and Lead Medical Director and may not be appealed.

FITNESS FOR DUTY

A fitness for duty evaluation may be required at any time by the PERCOM EMS Education Program Director or the PERCOM Program Medical Director(s) if there is a question about the student’s current ability to safely and competently perform the essential functions of a PERCOM EMS student (based on the Functional Job Description, Student Handbook, and Clinical Manual). This may include assessment of infection risk, motor skills, cognitive ability and judgement or other issues which may adversely affect their ability to care for patients.

Any PERCOM EMS representative (or preceptor/staff of affiliated rotation site) that observes a student whose behavior is inappropriate, who is not performing his/her duties safely, appropriately, and effectively, or who appears to be impaired (the odor of alcohol or possible use of any illegal substance), must remove the student from his/her duty immediately and notify the PERCOM Program Director or PERCOM Clinical Faculty. The student will be subjected to a fitness for duty evaluation which may include testing for chemical (e.g., alcohol and drug) levels.

The site preceptor or other reporting party must document the reasons for the fitness for duty evaluation request by recording the student’s behavior and noting the names of any witnesses

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

who observed that behavior. Documentation clearly labeled “confidential” is to be submitted to the Program Director as soon as possible.

At the time of the referral, the student should be informed that he/she is being relieved from duty pending an investigation and potentially the results of a fitness for duty evaluation. The student is required to cooperate fully with the PERCOM EMS Education Program representative and medical personnel.

If it is determined that the student is fit for duty, the student may return to the course or his/her clinical or field internship site, provided he/she has not violated program policies that would result in dismissal. The PERCOM Program Director, in consultation with the PERCOM Medical Director(s), will determine discipline in situations where misconduct has occurred. If it is determined that the student is not fit for duty, the Program Director, in consultation with the Medical Director(s), will determine whether or if the student will be allowed to return and the conditions under which a student may return to duty. If a student can be returned to duty, he/she will be required to sign a Counseling Plan or other document, which sets forth the conditions under which the student may return.

All costs associated with fitness for duty testing/evaluations and/or recommendations/referrals for medical, psychological, or chemical dependency treatment are the sole responsibility of the individual student.

STUDENT COUNSELING:

The Program Director and Course Coordinator maintain 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.

Paramedic students will receive a standard progress counseling form after completing the P1 final exam (except for P1 Challenge successful students) and after progress review with one of the medical directors. Paramedic students will receive a second standard progress counseling form after completing the P2 final exam and after progress review with one of the medical directors. These forms are designed to promote discussion and help keep the student on track in regards to remaining completion requirements. Paramedic students will also receive a counseling form and telephone counseling session with the Clinical Coordinator following completion of clinical/EMS rotations and prior to starting Final Field Internship.

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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/Coordinator and/or the Program Director, in conjunction with the Lead Medical Director, and if Paramedic, the Dean. If the conduct or behavior was during or associated with rotations, the Clinical Coordinator will be involved in the decision. If the student was rotating in a PERCOM approved state/site or the situation occurred at or involving a PERCOM approved skills site in a state other than Texas, the Assistant Medical Director for that state will also be notified and consulted. The appropriate state licensing Office of EMS may also be notified.

Students may be referred for outside tutoring in the event that a proctored exam is failed twice. An option may be given to utilize the Adaptive Testing Feature of emstesting.com with specific parameters for successful completion of the tutoring, prior to being allowed to retest. If using a tutor, the tutor must email the Program Director his/her qualifications for approval. Once tutoring is successfully completed, the tutor must notify the Program Director by email prior to the student being cleared for retest. All fees charged by the tutor will be incurred and paid by the student directly to the tutor.

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 Blog 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 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

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of the investigation. If the results of the complaint, violation or outside law enforcement or 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 (unless special circumstances which will be approved or denied on a case-by-case basis) 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 (unless extenuating circumstances are presented and the request will be approved or denied by the Program Director on a case-by-case basis), 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

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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.

Grievances not submitted appropriately as designated above will not be reviewed will not receive a response.

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 Homework and Exam 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 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

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- 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 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 materials that are marked or designated to be returned to PERCOM
- have paid all required payments or outstanding invoices
- Paramedic students must pass all final summative exams to be cleared to graduate no matter how well he/she did during didactic, skills, rotations or Final Field Internship. These exams include the Skills Summative Psychomotor Exam (submitted in video), the Paramedic Graduate Scenario Summative Exam (oral exam), and the Paramedic Summative Final Exam (online, timed in emstesting.com).

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. Successful completion of the Adaptive Testing requirement per the policy in this Handbook
6. 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

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of 3 chat-rooms (with participation) – 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. 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 prior to starting rotations
5. Successful completion of the minimum requirements for Clinical and Field Rotations
6. Successful completion of the Adaptive Testing requirement per the policy in this Handbook
7. 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 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 3 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**

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- 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. **Successful completion of the minimum requirements for Clinical and Field Experience Rotations and Final Field Internship**
 6. Successful completion of the Adaptive Testing requirement per the policy in this Handbook
 7. **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**
 8. **Successful completion of the Final Summative Psychomotor Exam as determined by the Program Director or his/her grading designee (applicable to all Paramedic students who signed V3 of the P2 Progress Counseling Form or later)**
 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**
 10. **Successful completion on the online Paramedic Final Summative Exam in emstesting.com.**

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 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:

This program is based and licensed in the state of Texas, and its graduates are eligible for Texas certification after obtaining NREMT certification. 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. Other states or countries may have various requirements over and above the Texas certification requirements. PERCOM will do its best to accommodate these requirements but it is up to the

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student to notify PERCOM's Program Director if there are higher or other requirements that must be completed to meet those added requirements.

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. This job description also covers all students while in one of our courses/programs for initial training involving patient care delivery (EMT, AEMT or Paramedic).

The student must successfully complete a TDSHS 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.

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 curriculum and the FEMA document entitled "Recognizing and Identifying Hazardous Materials." Automated external defibrillation use is optional in this course.

EMT-Advanced

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-A curriculum, to include endotracheal intubation. Manual and automated external defibrillation are optional course skills.

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

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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. Some skills lab instructors will require that you attend in PERCOM or your agency/employer uniform – please read the instructions from the skills lab instructor carefully that you will receive prior to attending the session. However, students are not allowed to wear derogatory or inflammatory shirts, tags, labels, or other clothing or accessories to skills sites. **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.

Whether the student is attending a rotation or a skills session, personal hygiene is also important. Students are EXPECTED to wear clean clothing (and for rotations, uniforms must be wrinkle-free or pressed at the beginning of the shift). Students are EXPECTED to maintain and present good personal grooming habits, such as clean hair that is properly tied back if indicated by length and environment, clean fingernails, and no discernable breath or body odors (including perfumes or colognes). Men should have neatly trimmed or absent facial hair and if the site requires wearing a fitted N95 mask, no facial hair or sideburns will be allowed. Students not meeting these guidelines may be asked to leave the site and rescheduling fees may apply. Students asked to leave rotation or skills sites due to these issues will also receive a formal Counseling Plan for improvement.

CLINICAL EXPERIENCE:

Students will complete clinical and field rotations through PERCOM/PEMEC's Clinical Program. However, rotation credit may be granted for other reasons as per the Advanced Placement Policy or for transfer, partial completion or completion of a prior program. PERCOM/PEMEC may grant credit for some clinical and field rotation requirements depending on the documentation and proofs produced by the requesting student. This is evaluated and either approved or denied on a case-by-case basis per the policy and/or individual Medical Director approval. No credit will be granted toward Final Field Internship requirements for PEMEC Paramedic students, even if Final Field Internship was

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completed at a prior program or the student was previously certified (or is currently certified) as a Paramedic.

Some clinical or field rotations sites may charge fees for preceptor services. These fees are NOT included in tuition paid by the student to PERCOM and if a student chooses to rotate at one of these sites, all fees will be paid by the student directly to the site prior to being approved for rotations at that site and per the site's policies.

*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 (between 30 and 60 days prior to the student's projected first rotation) and should contact the PERCOM Clinical Assistant at clinical.assistant@percomonline.com for assistance or clarification if needed. 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 (or the Clinical Assistant) 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 or longer to schedule rotations for a student once all required paperwork, date requests and location requests have been received from the student. The Clinical Faculty require a minimum of 30 days advance notice for rotation sites unless a specific site requires even more advanced notice for requests. 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. Be aware that even if you work for an approved site and they are assisting in setting your rotation schedule, the site, you and the Clinical Faculty for PERCOM all must collaborate on dates and you STILL need a minimum of two weeks notice to allow our faculty time to get paperwork in and schedules set in Platinum on our end.*

AGAIN, STUDENTS ARE REQUIRED TO REQUEST DATES WITH THE MINIMUM REQUIRED NOTICE. REQUESTS WITHIN THOSE TIMELINES DESIGNATED IN THE PREVIOUS PARAGRAPH WILL NOT LIKELY NOT BE HONORED OR ALLOWED. STUDENTS ARE NOT ALLOWED TO SELF SCHEDULE – ALL SCHEDULING MUST BE THROUGH AND IN COLLABORATION WITH PERCOM CLINICAL FACULTY. NO EXCEPTIONS!!

ALL PAPERWORK MUST BE COMPLETED THAT IS IN THE REQUIRED PACKET IRREGARDLESS OF A STUDENT'S INTENT TO ATTEND ROTATIONS AT A

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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 or designee.

The Clinical Coordinator (or Clinical Assistant) has posted “office” hours and has specific days/hours designated for answering emails, handling rotation requests and posting approved requests, as well as grading all incoming clinical paperwork and date entry. The Clinical Coordinator (or Clinical Assistant) is available for emergencies ONLY after posted office hours by text message or telephone, but contact during these hours must be based on an emergency situation. Students must plan accordingly.

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 (or Clinical Assistant) at least 48 hours prior to the start time of the rotation shift will be charged a “no-show” fee for each missed shift and will not be scheduled for further rotations until the fee is paid. Please refer to the “Price List” under the PERCOM Policies portion of the website. 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.

Students are REQUIRED to read the Clinical Manual and follow all policies and procedures contained in that manual. Students should print this off and have it with your paperwork for review if needed at rotation sites.

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, policies, or rotation site changes. PERCOM is only mandated to provide sites in the state of Texas. PERCOM will not refund tuition due to changes in rotation site availability. 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

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investigate state rules governing the ability for out-of-state programs to rotate in their individual states, may have to facilitate an agreement with an emergency physician in that state for rotation oversight authority, 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.)

PERCOM Clinical Faculty reserves the right to allow some substitution of hours from EMS to other clinical/hospital departments. However, this is only for special situations and exceptions when the student has attempted to complete those clinical/hospital hours through affiliated sites or if sites are reduced, restricted or unavailable as per the judgment of the Clinical Coordinator. Students **MUST** be willing to travel to sites that are available and within reason but, if the student is unable to complete all departments, contacts, assessments or skills within reasonable scheduled hours at those sites, the Clinical Coordinator may choose to substitute HOURS from EMS rotation overages by the student. No substitutions can be made, however, for patient ages, conditions, assessments or skills. All pediatric minimum rotation assessments must be completed on “live” children of the appropriate ages with some sort of pathology and may not be simulated, per accreditation policies. The non-completed contacts and skills may be completed during EMS rotations but if the student is not able to achieve these during those hours, more hours will be required or other acceptable options may be discussed with the Medical Director for individual approval. Students are **REQUIRED** to submit all data and documentation from each rotation within 48 hours of completing the shift. Failure to do this may result in the hours, contact, and skills performed being denied and requiring the student to reschedule and redo the rotation, contacts and skills.

STUDENTS **MY NOT STAY OVER AT THE END OF A ROTATION** except to complete an existing run or patient contact or associated paperwork without permission of Clinical Faculty. Staying over without permission may result in denial of those hours, contacts, and skills and could lead to disciplinary action.

PLEASE NOTE: STUDENTS MUST RETURN THE CLINICAL NAMETAG (BADGE) THAT IS ASSIGNED TO THEM BY PERCOM/PEMEC TO WEAR DURING ROTATIONS AS PART OF THE CLINICAL UNIFORM BEFORE BEING MARKED CLEAR WITH NREMT TO TAKE THE CERTIFICATION EXAMINATION OR RECEIVE THE COURSE COMPLETION CERTIFICATE PACKET FROM OUR OFFICE. THIS MAY BE RETURNED FACE-TO-FACE BY BRINGING IT TO THE EXECUTIVE ASSISTANT/REGISTRAR OR MAY BE MAILED. HOWEVER, IF IT IS MAILED, THE STUDENT MUST SEND IT WITH SOME SORT OF MAIL TRACKING AND DELIVERY SYSTEM AND EMAIL THE TRACKING INFORMATION TO EA@PERCOMONLINE.COM. THAT WAY IF IT IS LOST DURING MAILING, IT CAN BE VERIFIED.

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.**

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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 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.

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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/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. 

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.

ACADEMIC INTEGRITY AND ACADEMIC DISHONESTY:

According to the Tertiary Education Quality and Standards Agency, academic integrity is defined as “the expectation that teachers, students, researchers and all members of the academic community act with honesty, trust, fairness, respect and responsibility.” In EMS education, this would apply not just to the student in the didactic (classroom) phase of the program but also in ALL aspects of the program, including skills labs, all rotations, and final testing/exams. It is imperative that you, as a student, strive to maintain and demonstrate academic integrity throughout the program. It is graded (in the form of the Affective Behavior evaluations we do at various intervals) and expected of our students by all faculty, staff, medical directors, preceptors, and others you will contact while you are completing your classes. Maintaining and demonstrating academic integrity is not difficult. It just means that you do not allow yourself to fall into the traps of academic dishonesty which can be exhibited by (but not limited to) things like cheating, lying, stealing, plagiarizing, falsifying or fabricating documents or statements, misusing academic materials, copyright violations, inappropriate use of artificial intelligence (AI), or even being complicit when other students or individuals exhibit some of these dishonest behaviors.

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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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. Plagiarism also includes (but is not limited to) copying material or answers completed by another student (either existing or prior) and submitting as one's own work. "Citing" a fellow or former student's work is still plagiarism under our policies and does not alleviate the student from disciplinary action up to and including expulsion from the program.

The use of AI (artificial intelligence) to complete assignments has only a very limited purpose. Some students will write their assignments normally and then use AI to correct spelling and grammatical errors, which is acceptable. It is NOT acceptable to use AI to do the assignment for you. You will learn little doing this, and it is considered to fit into our definition of academic dishonesty. Using AI tools to plagiarize is also not acceptable. Using AI to modify content that you are plagiarizing to make it look like your own work is dishonest. Remember that AI responses also are not always correct and may contain errors so using it to pull your research and answers together for submission can also lead to submission of incorrect answers. Anything that you include in your submission using AI must be cited just like any other resource. But be aware that we run submitted homework assignments through AI and Plagiarism checkers, and you may be asked to produce your original written work to prove that what you have submitted is YOUR work. If you cannot do so, disciplinary action may be indicated. Also, citing your sources correctly and not using a series of cited statements to answer the questions is mandatory.

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.

Students must review the Copyright Policy posted in emstesting.com and abide by its terms. Students who are barred from emstesting.com for breaches of their policy will be dropped from the PERCOM program as a "FAIL". This policy is in place to protect their proprietary exam questions. Students must refrain from highlighting, using the copy/paste function or other methods to copy even fragments of questions. If you need to research a particular term or phrase, we suggest you write down the term or phrase on paper so that you can research separately without being in breach of their policies. However, even if using this method, it is determined that the student has shared exam questions with other students, non-students, or publicly in any form on the internet or by other means of distribution, the student will be dropped from the program as a "FAIL" for cheating. This includes copying and pasting any questions from the testbank ANYWHERE, including study sites like Chegg or others. Doing this could also lead to

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

legal action against you by Platinum Educational Group and will most likely result in you being removed from our program as a “Fail”.

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 (or the EMS Licensing Bureau specific to the student’s home address) 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 "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 (or with the appropriate state licensing authority in the student’s licensing state). 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 (and/or with the appropriate state licensing authority in the student’s licensing state).

CPR CERTIFICATION:

ALL students must maintain valid American Heart Association BLS CPR for Health Professionals aka BLS Provider at all times during the course. 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

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

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. Paramedic students will also be required to maintain on file with PERCOM a current American Heart Association ACLS, PALS, and approved Trauma cert (PHTLS, ITLS) throughout the rotations and Final Field Internship process.

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 EMS MEDICAL EDUCATION CONSORTIUM 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”**.

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.

OUT OF STATE ROTATION SITE/STUDENT ADDENDUM FOR STUDENT HANDBOOK

Students may be approved to complete EMS and/or hospital rotations in states other than Texas to complete their graduation requirements for EMT, AEMT, or Paramedic through PERCOM/PEMEC. However, no student is allowed to rotate in a state in which PERCOM/PEMEC has not previously approved and established and/or executed the following items:

1. Email or other written approval (or statement that does not preclude) PERCOM/PEMEC students from rotating in that state from that state’s Office of EMS, and
2. Signed agreement (and copy of CV and MD or DO license current and active on file for that state) with an emergency physician licensed in that state, and
3. Signed and fully executed rotation affiliation agreement(s) with the hospital, clinic, and/or EMS site(s) in that state, and
4. Required census information on file with PERCOM/PEMEC for the site (unless unavailable or unobtainable), and
5. Completion of appropriate PERCOM/PEMEC preceptor orientation/training by the appropriate individuals for the site (identified by the PERCOM/PEMEC Clinical Faculty).

For students who wish to request approval for states in which PERCOM/PEMEC does not have the above items established and on file, the student must assist PERCOM/PEMEC administration in gaining access and establishment of the necessary approvals, licensed physician for oversight, and rotation agreements. PERCOM/PEMEC does not approve and will not go through this approval process for states and sites (or sites in ANY state) for just ONE student – this must be for an ongoing basis for other students unless otherwise approved by the PERCOM/PEMEC Program Director.

If the approval is for a Skills Lab Practice and Testing Site, the state’s Office of EMS email or other statement must include this information. All Skills Lab Practice and Testing Sites must go through a full approval process as delegated by the Program Director and set to the standards of approval by CAAHEP/CoAEMSP and Texas Department of State Health Services (or the individual state Office of EMS in the state). No Skills Lab Practice or Testing Sites will be approved for one or a few students – it must be for a long-term ongoing agreement – due to the volume of documentation, approvals, cost of orientation for the site’s faculty, and cost of monitoring travel expenses as needed or indicated by site performance.

Requirements above for rotation sites or skills lab sites may change without notice as based on state or national licensing and accreditation requirements. Once established and approved, states or sites may be canceled without notice if those requirements change (or if individual sites change or withdraw) or any of the above items becomes expired, canceled, or otherwise invalid. PERCOM/PEMEC will not be held legally responsible or liable for deletions or cancelation of agreements at any time. Students must be prepared to travel if indicated and if the sites or state are no longer available as this is a Texas based and Texas licensed program. Individual sites in other states are only provided as a courtesy if all of the listed required items are met and established. PERCOM/PEMEC also does not typically pursue rotation or skills lab sites outside

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

of the immediate campus areas in Texas but will pursue them out of courtesy for students who help establish the contacts and needed contact information to get them approved.

QUALITY IMPROVEMENT/ASSURANCE PLAN OUT OF STATE SITES

Clinical and field rotation sites in states other than Texas (and their preceptors) must meet all of the same affiliation agreement, certification/licenses, and preceptor orientation/training parameters as any Texas affiliated site. Students are required to submit site/preceptor evaluation forms at the completion of their shift(s) at their chosen sites in Platinum Planner (or on written documents to upload with their rotation data entry). Clinical Faculty review all of these evaluation forms while grading each student's submissions.

Should the Clinical Faculty identify possible issues (or continuing issues) with a specific site or preceptor, they will reach out to the site by phone or email to discuss the evaluation and to try and determine the actual basis of the problem. We recognize that sometimes there are just personality conflicts between a student and a preceptor that can lead to poor site/preceptor evaluations but we also recognize that serious complaints or allegations (or allegations from more than one student) could indicate a problem with the site or a specific preceptor. Therefore, contacting the site is the first step to investigating the written negative evaluation to determine validity.

If validity of the negative evaluation(s) is/are established, then it depends on what the actual allegation is and against whom (preceptor or site) as to how the situation will be mitigated. If this involves a specific rotation SITE, the Program Director (and state Assistant Medical Director as well as the PERCOM/PEMEC Lead Medical Director) will review and investigate and make a final determination on whether to continue to use the site or to remove it entirely from our list of available rotation sites for students. If it is a specific preceptor that has been identified and validated as a potential problem, the Clinical Coordinator will request that PERCOM/PEMEC students no longer be placed with that preceptor and report the situation to the PERCOM/PEMEC Program Director and follow any further guidance given for mitigation, which may include removing the site entirely from our list of available sites for future students, if indicated.

PERCOM/PEMEC Clinical Faculty have a responsibility per the Program Director to intermittently contact sites that we are using and verify student submissions and attendance as well as establish open lines of communication between our program and the site to improve scheduling and student overall experiences.

GRIEVANCE/COMPLAINT RESOLUTION PLAN OUT OF STATE STUDENTS

Course Suspension, Grievance/Complaint and Readmissions Policies for ALL students (Texas and Out-of-State students) are the same regardless of where the student is based. The only difference (as per these policies posted in the current Student Handbook on pp 26-29) is that if the behavioral, performance, or other student issue occurs while the student is in a rotation or Skills Lab site in a state other than Texas, the affiliated Assistant Medical Director for that state will be included in the disciplinary process (along with the Program Director and Lead Medical Director for the program). If the infraction is to the level of reporting to the state Office of EMS, the PERCOM/PEMEC Program Director will report to both Texas Department of State Health Services and the Office of EMS of the state where the student behavior or other serious issue occurred.

PRECEPTOR TRAINING

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

Preceptor Orientation/Training is done the same way for ALL potential preceptors and sites as it is for all affiliated rotation sites in Texas. We do this electronically, and sites/preceptors have a choice of using the site below to access the training (and appropriate other materials) or they can access it where we have also posted it inside platinumplanner.com. The primary access website is:

<https://www.percomcourses.com/preceptor-orientation/>

For hospital/clinic sites, only supervisors or other oversight personnel for the department (who oversee the potential preceptors) are required to return the quiz verifying the orientation is completed. For EMS sites, ALL preceptors must complete the training and return the quiz.

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 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 INVOLVING CRIMINAL COMPLAINTS OF A VIOLENT SEXUAL NATURE OR ASSAULT ARE INVOLVED.**

PERCOMOnline, Inc and PERCOM EMS Medical Education Consortium

END OF STUDENT HANDBOOK.