

Emergency Medical Services Universal Education Catalog



EMS Universal Education - San Diego
6910 Miramar Road, Suite 206
San Diego, CA 92121
(800) 728-0209 - Phone/Fax

EMS Universal Education - Union City
32980 Alvarado-Niles Road, Suite 810
Union City, CA 94587
(800) 728-0209 - Phone/Fax
WWW.EMSUNIVERSAL.ORG

Volume I

Effective Dates: January 1, 2024 to December 31, 2024

EMS University, LLC DBA EMS Universal Education is not accredited by an agency recognized by the United States Department of Education and is not recognized by a nationally recognized accrediting association. EMS University, LLC DBA EMS Universal Education, however is organizationally accredited by the Commission on Accreditation for Pre-Hospital Continuing Education ("CAPCE").

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

Special Note to Students

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Certification & Accreditation

EMS Universal Education is regulated by the California EMS Authority and Local (County) EMS Authority to operate EMT and EMT Refresher programs.

EMS Universal Education is not accredited by an agency recognized by the United States Department of Education and is not recognized by a nationally recognized accrediting association. EMS Universal Education is accredited by CAPCE to provide Continuing Education to EMS Providers.

EMS Universal Education is a private institution that is approved to operate by the California Board of Private Postsecondary Education and its approval to operate means compliance with state standards as set forth in the California Private Postsecondary Education Act of 2009” pursuant to CEC § 94897(l)(1)(2).

Financial Position

EMS Universal Education does NOT have a pending petition in bankruptcy, is NOT operating as a debtor in possession, has NOT filed a petition within the preceding five years and has NOT had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Locations

This catalog is representative for California Campuses only. It does not include information about other EMS Universal Education Campuses in other states.

EMS Universal Education - San Diego

6910 Miramar Road, Suite 206
San Diego, CA 92121
(800) 728-0209 - Phone/Fax
www.emsuniversal.org

EMS Universal Education - Union City

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Union City, CA 94587

Mission, Purpose, and Objective

Mission and Purpose

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

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

Objectives

Students will be assessed during and after their course(s) to ensure they have met the mission of the organization through a variety of methods, which may include but are not limited to practical, oral and written demonstrations and by fulfilling the established criteria outlined throughout their course(s) and/or program of study.

History

EMS University, LLC DBA EMS Universal Education - San Diego is located in San Diego on Miramar, North of the MCAS. EMS Universal Education - San Diego provides instruction to EMTs, the general public and healthcare professionals for Basic Life Programs. EMS University, LLC DBA EMS Universal Education is certified by the County of San Diego EMS Authority and California EMS Authority to provide CE for recertification and seeks certification to conduct the EMT program.

EMS University, LLC DBA EMS Universal Education - Union City is designed mainly as a provider of BLS Classes, including CPR, First Aid and Bloodborne Pathogens. Prior to expanding to the Bay Area, our focus was geared towards early childhood care providers, however, in 2013, we obtained accreditation from the Commission on Accreditation for Prehospital Continuing Education (CAPCE) which has enabled us to offer Continuing Education training to EMS professionals. We currently offer the EMT Refresher course, CPR, First Aid, other BLS programs in the Bay, and seeks certification to conduct the EMT program.

Institutional Ownership

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

Governing Board Members/Board of Directors

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

Advisory Committee

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

The EMS Universal Education advisory committee is composed of the following members:

Ruben Major
Jennifer Major
Jonathan Thompson
Scott Behar

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

Facilities and Equipment

EMS Universal Education (San Diego, CA) - Main Campus

Facilities

The San Diego training facility is approximately 3312 square feet. Suite 206 contains 3 classrooms as well as a reception and kitchen as well as 2 adjoining bathrooms. The primary classroom can hold up to 30 students, while the secondary classrooms can hold approximately 10-15 students maximum. The classrooms hold equipment for our programs as well as a small office/printing area.

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

Equipment

Name	Need
BVM Adult	1
BVM Child	1
BVM Infant	1
Soft Suction Catheter (small)	2
Tube of Oral Glucose	1
Handheld inhaler suitable for training	1
NTG Training Bottle	1
Activated Charcoal	1
Pneumatic anti-shock garment	1
Headblocks	5
Combi Tube	1
King Airway	1
C Collar Adult	3
C Collar Pediatric	2
Blanket	3
Pocket Mask	5
Nasal Airways	2 Sets
Suction Units	1
Rigid Suction Catheter	2
Soft Suction Catheter (Large)	2
Suction Canister	

Regulator	2
Non-rebreather mask	5
Nasal Cannula	5
XL Gloves	1
Large Gloves	2
Medium Gloves	1
Small Gloves	1
Penlight	5
Epinephrine auto-injector trainer	1
Kerlex	10
Rolled Gauze 2"	10
Cardboard Splint Small	5
Cardboard Splint Large	5
Triangular bandage	1
Stick or Rod	25
Eye Protection	3
Occlusive Dressing	10
Burn Sheets	3
Sterile Water or Saline	3
Duct Tape	5
Spider Straps	1
IV Start Kits	10
Tape 1"	1 Box
Tape 2"	1 Box
Tape 3"	1 Box
Oral Airways	2 Sets
Oxygen Tank	2
Stethoscope	5
Blood Pressure Cuffs	5
Tubs (Staples)	7
4 X 4	2 packages
Multi Trauma Dressing	1
Backboards	2
KEDS Board	1
IV NS	5
Select 3	5
ET Tube Large	2
ET Tube Small	2
Airway Manikin	1

ET Tube Holder	2
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EMS Universal Education (Union City, CA) - Branch Campus

Facilities

The Union City training facility is approximately 2720 square feet and contains 3 classrooms as well as 2 offices, a storage/IT area, 2 bathrooms and a kitchen area. The primary classroom can hold up to 30 students, while the secondary classrooms can hold up to 15 students maximum. The smallest classroom can hold up to 10 students. The classrooms and offices hold equipment for our programs.

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

Equipment

Name	Need
BVM Adult	1
BVM Child	1
BVM Infant	1
Soft Suction Catheter (small)	2
Tube of Oral Glucose	1
Handheld inhaler suitable for training	1
NTG Training Bottle	1
Activated Charcoal	1
Pneumatic anti-shock garment	1
Headblocks	5
Combi Tube	1
King Airway	1
C Collar Adult	3
C Collar Pediatric	2
Blanket	3
Pocket Mask	5
Nasal Airways	2 Sets
Suction Units	1
Rigid Suction Catheter	2
Soft Suction Catheter (Large)	2
Suction Canister	
Regulator	2

Non-rebreather mask	5
Nasal Cannula	5
XL Gloves	1
Large Gloves	2
Medium Gloves	1
Small Gloves	1
Penlight	5
Epinephrine auto-injector trainer	1
Kerlex	10
Rolled Gauze 2"	10
Cardboard Splint Small	5
Cardboard Splint Large	5
Triangular bandage	1
Stick or Rod	25
Eye Protection	3
Occlusive Dressing	10
Burn Sheets	3
Sterile Water or Saline	3
Duct Tape	5
Spider Straps	1
IV Start Kits	10
Tape 1"	1 Box
Tape 2"	1 Box
Tape 3"	1 Box
Oral Airways	2 Sets
Oxygen Tank	2
Stethoscope	5
Blood Pressure Cuffs	5
Tubs (Staples)	7
4 X 4	2 packages
Multi Trauma Dressing	1
Backboards	2
KEDS Board	1
IV NS	5
Select 3	5
ET Tube Large	2
ET Tube Small	2
Airway Manikin	1
ET Tube Holder	2

Library and Other Resources

Each course has a corresponding collection of online learning resources available for students to purchase if not contained within the course itself. Some courses contain learning resources as part of the enrollment of the course. These online learning resources include video instruction, video demonstration, outlines, essays, quiz questions, PowerPoints, and other learning resources for students.

General Admission Requirements

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

Admissions Process

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

Special Needs/Students with Disabilities

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

Instruction in English Only

EMS Universal Education only provides education in English. English language proficiency is demonstrated by completion of high school English within the United States. Alternatively, a student may demonstrate English proficiency by providing documentation (at the prospective student's expense) of a TOEFL score of 78 or higher.

Non-Discrimination

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

Transfer of Credit/Hours

EMS Universal Education does not permit the transfer of credit/hours unless specified by the program specifically.

TRANSFERABILITY DISCLOSURE: "NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"

"The transferability of credits you earn at Emergency Medical Services Universal Education is at the complete discretion of an institution to which you may seek to

transfer. Acceptance of the Certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Emergency Medical Services Universal Education to determine if your Certificate will transfer."

Note: EMS Universal Education has not entered into an articulation or transfer agreement with any other college or university.

Prior Learning Credit

EMS Universal Education does not offer credit for prior learning or experiences.

Financial Assistance

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

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds, ***HOWEVER, EMS Universal Education does not participate in federal and state financial aid programs.***

Support Services

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

Student to Faculty Ratio

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

Classroom/Lecture: 1 Instructor for every 50 students

Laboratory: 1 Instructor for every 24 students

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

Minimum Grading Criteria

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

Requirements for successful completion of courses generally:

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

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

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

Satisfactory Academic Progress

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

Graduation

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

Family Education Rights and Privacy Act (FERPA)

The following notice applies to EMS Universal Education staff and students. More information can be found at:

<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>:

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

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

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

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

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

- *School officials with legitimate educational interest;*
- *Other schools to which a student is transferring;*
- *Specified officials for audit or evaluation purposes;*
- *Appropriate parties in connection with financial aid to a student;*
- *Organizations conducting certain studies for or on behalf of the school;*
- *Accrediting organizations;*
- *To comply with a judicial order or lawfully issued subpoena;*
- *Appropriate officials in cases of health and safety emergencies; and*
- *State and local authorities, within a juvenile justice system, pursuant to specific State law.*
- *Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.*

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

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

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

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

Student Records

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

EMS Universal Education shall maintain a file for each student who enrolls, the file shall include all of the following pertinent student records:

- (1) Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:
 - (A) Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work;
 - (B) Records documenting units of credit earned at other institutions that have been accepted and applied by the institution as transfer credits toward the student's completion of an educational program;
 - (C) Grades or findings from any examination of academic ability or educational achievement used for admission or placement purposes;
- (2) Personal information regarding a student's age, gender, and ethnicity if that information has been voluntarily supplied by the student;
- (3) Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;
- (4) Records of the dates of enrollment and, if applicable, withdrawal from the institution and graduation; and
- (5) A transcript showing all of the following:
 - (A) The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
 - (B) The name, address, website address, and telephone number of the institution.
- (6) A copy of documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency;
- (7) A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;
- (8) A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund,

the date the refund was made, and the name and address of the person or entity to which the refund was sent;

(9) Copies of any official advisory notices or warnings regarding the student's progress; and

(10) Complaints received from the student.

(11) Student records shall be kept and maintained for at least five years. Transcripts shall be kept and maintained indefinitely.

Successful Completion of Participants

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

Medical Records

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

Attendance Reporting

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

1. Internal Reporting: Unless otherwise indicated, for in person classes taught, attendance shall be collected on an attendance sheet to ensure adequate record keeping. The attendance sheet shall indicate the date, name of the students attending and name of the course;

2. Governmental Reporting (State/County EMS Authority, National Registry) : Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the governmental agency and may contain a record of the student's social security number, address, phone number, score reporting (as indicated), state certification number & state of certification (if applicable). This information may be collected electronically and stored in file in perpetuity/in conformity with regulatory requirements. Such information shall be reported to the appropriate agency as required by the agency requiring the information.

3. Accreditation Reporting (Commission on Accreditation for Pre-Hospital Continuing Education CAPCE): Where appropriately indicated, information regarding attendance shall be collected as above, but also shall meet the requirements from the accreditation body and may contain a record of the student's email address, residential address, type/level of license/certification, license/certification expiration date, NREMT registration number (if student is NREMT), NREMT re-registration date (if student is NREMT), Number of Continuing Education Hours ("CEH"), Category of CEH. This information may be collected electronically and stored in file in perpetuity/in conformity with regulatory requirements. Such information, along with the information may be collected in hard copy form and electronically cataloged in XML or other appropriate format and submitted as required by the agency requiring the information.

Grade Reports/Transcripts

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

Copyright and/or Trademark Violations

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

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

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

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

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

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

Student Conduct

Attendance

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

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

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

C. Students are required to be on time and stay for the duration of the class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of class work missed as a result of being late or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.

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

Code of Conduct

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

Cheating

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

Probation & Academic Probation

Students who commit academic misconduct may be placed on probation and or terminated or otherwise disciplined as specified above. Probation exists as a warning, whereby any other similar misconduct shall result in the suspension and/or termination from the program or institution. Probation may range from 1 day to 1 year depending

upon the circumstance. Students have the right to appeal such decisions using the Student Grievance Policy below.

Suspension & Termination

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

Student Grievance Policy

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

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

C. Informal Process

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

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

D. Formal Process - Step One: Summary Decision

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

E. Formal Process – Step Two: Hearing Requested

1. If the student is dissatisfied with the Summary Decision, he/she may request a hearing upon written notification to the Committee. In such a circumstance, the steps below shall apply. In no case shall a Step Two Grievance be commenced without a Step One Grievance first being completed.

2. The student shall forfeit his/her right to a hearing if written notification of objection to the Committee's Step One Summary Decision is not received within 10 days after the Step One decision is made.
3. Both parties involved (student and faculty/admin) will be expected to appear at the meeting to be held within 10 days after the student's written communication is received. All parties in the grievance will have the opportunity to give their particular grievance presentations either in writing or in person.
4. All meetings of the Committee shall be closed to ensure confidentiality and to protect the rights of privacy of both student and faculty. Each party in the grievance is entitled to be accompanied by any person of his/her choosing, but that person will have no right to speak or cross examine. Their role shall be advisory only.
5. Concerned parties may utilize witnesses for the presentation of their case. The Committee may decide that the aggrieved student, faculty involved in the grievance, and any or all witnesses be excused from certain presentations if, in the opinion of the Committee, an invasion of privacy and/or the violation of rights of specific individuals would result.
6. Procedures for the presentation of relevant information on the part of the student, instructor, and/or witnesses will be determined by the Committee and only the committee members may ask questions of the parties involved.
7. Following final discussion of the alleged grievance, the Committee will provide a final decision. The recommendation will be submitted not more than 10 days following the final Committee hearing.
8. The grievance may also be resolved at any time summarily at the discretion of the Committee.
9. Final action in each case will be taken by the Program Director after full consideration of the committee's recommendation. Grade changes, if any are recommended, may be made by the Program Director or his/her designee.

E. Grievance Committee

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

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

Student Services

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

EMS Universal Education does not offer job placement or guarantee assistance in obtaining employment. Course completion does not guarantee employment.

Housing Information

EMS Universal Education does NOT offer housing and has no responsibility to find or assist students in finding housing. EMS Universal Education does not have any dormitory facilities under its control. However, the cost of housing within the area surrounding the San Diego school ranges between \$1500-4000 per month according to rentals.com. The cost of housing within the area surrounding the Union City school ranges between \$1600-\$500 per month according to rentals.com.

Academic Calendar/Schedule

EMS Universal Education has an open enrollment policy whereby classes are provided on an on-going/as-needed basis. CE courses may be offered more frequently than initial education program. Self-study or distance learning courses may be instructed synchronously or asynchronously. For distance education courses (if applicable), no more than 30 days shall elapse between receipt of lessons and response/evaluation.

EMS Universal Education does not observe any holidays.

Credit vs Clock Hours

EMS Universal Education utilizes clock hours in order to determine time spent in class. EMS Universal Education does not utilize credit hours.

STUDENT'S RIGHT TO CANCEL

An applicant who provides written notice of cancellation within seven days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement or who cancels by attendance at the first class session is entitled to a refund of all monies paid (whichever is later). No later than 45 days from the last date of attendance, the school shall provide the 100% refund, less a \$50 non-refundable registration fee.

WITHDRAWAL POLICY

After the cancellation period has passed the Withdrawal Policy below shall apply. No later than 45 days from the last date of attendance, the school shall provide a refund less a \$50 non-refundable registration fee, course materials fees, and less the STRF fee. The refundable portion shall be made according to the percentage of the class elapsed according to the table below

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

More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50% and less than or equal to 60%	40%
More than 60%	No Refund

Course Materials Non-Refundable

Distribution of course materials is non-refundable and includes the following items: EMS Universal Education EMT Course Packet (1. Book or eBook; 2. Uniform Shirt; 3. Stethoscope; 4. Penlight; 5. Pocket Mask; 6. EMS Universal Education Online; 7. Blood Pressure Cuff; 8. Scissors). In the event that a student cancels or withdraws from class, a service fee of \$500 will be deducted from the refund for the distribution of course materials.

Cancelled Classes

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

Process of Refund

EMS Universal Education allows students to cancel or withdraw from their program at any time. To do so, a student must provide written notice to the administration. This notice can be delivered in any written form, including email, letter, or hand-delivered note. The effective date of cancellation or withdrawal will be the date the written notice is received by the institution. Our administrative office is committed to processing all requests promptly in accordance with applicable regulations.

Calculation of Refund

The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal. Please see the following example of how the refund to the student is calculated based on the policy above:

Total Program Cost (Accelerated Session): \$2,295.00

Program Duration: 30 days (assuming for example)

Non-Refundable Fees:

Registration Fee: \$50.00

Student Tuition Recovery Fee (STRF): \$7.50 (as it's \$2.50 per \$1,000, and the total cost is just under \$3,000)

Course Materials Non-Refundable Fee: \$500.00

Student Withdrawal: After 10 days of attendance

Calculation:

Daily Charge Calculation:

Total Institutional Charge (Tuition + Fees): \$2,295.00 (Tuition) + \$50.00 (Registration Fee) + \$7.50 (STRF Fee) = \$2,352.50

Number of Days in the Program: 30

Daily Charge = \$2,352.50 / 30 = \$78.42 per day

Amount Owed by the Student:

Number of Days Attended: 10

Amount Owed = \$78.42 (Daily Charge) x 10 (Days Attended) = \$784.20

Total Refund Calculation:

Total Amount Paid by Student: \$2,352.50

Amount Owed by Student: \$784.20

Subtotal Before Non-Refundable Fees = \$2,352.50 - \$784.20 = \$1,568.30

Non-Refundable Fees: \$50.00 (Registration Fee) + \$7.50 (STRF Fee) + \$500.00 (Course Materials Fee)

Total Refund Due to Student = \$1,568.30 - (\$50.00 + \$7.50 + \$500.00) = \$1,010.80

Financing

Students are not entitled to a refund of finance fees for payment plans or course materials. Delinquent Tuition Students who are 30 days or more past due in their tuition obligations may be taken to collections. Students should be sure to keep in contact with

obligations may be taken to collections. Students should be sure to keep contact with administration to prevent adverse action. Students owing \$1,000.00, and more that 60 days past due or more may be referred to an attorney for legal action. Students who do not pay their entire balance by the due date may be dismissed from their course(s).

Late Payments/Penalties

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

Additional Questions

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818 Web site Address: www.bppe.ca.gov Telephone and Fax #'s: (888) 370-7589 or by fax (916) 263-1897 (916) 574-8900 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

Student Tuition Recovery Fund Notice

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog: "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the

school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834. (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Office of Student Assistance and Relief (OSAR)

The Office of Student Assistance and Relief (OSAR) is a dedicated resource for students attending private postsecondary institutions in California. It is established to guide and support students, especially in situations involving the closure of a school or any unlawful practices by such institutions. OSAR assists students in understanding their educational rights, navigating through complex situations like transferring credits after a school closure, accessing financial relief programs, and understanding the options available to them in the event of institutional misconduct. It serves as an essential ally for students, ensuring they are informed and supported throughout their educational journey.

OSAR provides critical support to students at private postsecondary institutions in California, focusing on rights protection and assistance during challenging situations such as school closures or unlawful activities.

Services Offered by OSAR:

- Guidance on student rights in private postsecondary education.
- Assistance in navigating the aftermath of school closures or institutional misconduct.
- Support with state and federal relief programs, including the Student Tuition Recovery Fund (STRF).

Contact Information:

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling OSAR at (888) 370-7589 (option #5) or email osar@dca.ca.gov. Additional details are available on their website: https://osar.bppe.ca.gov/student_assistance.shtml. Job Classification

Our programs prepare graduates for the job classification of Emergency Medical Technician. The US Dept. of Labor's Standard Occupational Classification code for this job is: 29-2040. You can find more detailed statistics at: <https://www.bls.gov/ooh/healthcare/emts-and-paramedics.htm>

EMS Universal Education Administration/Faculty

Ruben Major, Chief Executive Officer, Chief Academic Officer, Chief Operating Officer

Position

Chief Executive Officer, Chief Academic Officer, Chief Operating Officer

Credentials

EMT-B, Mesa Community College (2000)

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

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

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

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

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

Location

EMS Universal Education - Nationwide

E-Mail Address

rmajor@emsuniversity.com



Biography

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

Matthew Wayne Rios, EMS Paramedic Manager

Position

EMS Program Director

Credentials

NREMT-P, Imperial Valley College (2000)
Certified AHA Pediatric Advanced Life Support (PALS) Instructor
Certified AHA Pediatric Advanced Life Support (PALS) Provider
Certified AHA Advanced Cardiac Life Support (ACLS) Instructor
Certified AHA Advanced Cardiac Life Support (ACLS) Provider
Certified AHA BLS Healthcare Provider CPR Instructor
Certified AHA Heartsaver CPR Instructor
Certified AHA First Aid Instructor
AHA Bloodborne Pathogens Instructor
AHA Intro to Pharmacology and ECG Instructor
AHA Advanced Airway Instructor
Licensed San Diego County Paramedic
Licensed Imperial Valley Paramedic
Licensed State of CA Paramedic
NREMT-P National Paramedic License

Location

EMS Universal Education – San Diego, Union City

Biography

I have been in fire and EMS for over 26 years starting with explorer programs when I was 13 years old working my way up the career ladder in the fire and EMS service from ground EMT, Flight Medic for Mercy Air Eventually promoted to Navy SW Regional EMS Chief after 12 years in the DOD fire and EMS system. I currently teach numerous EMS and fire classes for DOD and civilian students along with currently working as an active paramedic in San Diego County.

William Scott Behar, BLS Program Director, EMS Program Manager

Position

BLS Program Director, EMS Program Manager

Credentials

EMT-B, PROSET (1997)
AAS., Criminal Justice, AAS General Education (2007)
Arizona POST Cochise College (1999)

Location

EMS Universal Education – San Diego

Biography

Scott began his working career in EMS in 1997. Scott Worked as a Police Officer in Southern and Western Arizona starting in 1999. Scott has worked as a city and rural EMT and now serves as EMS Program Manager in California.

Stephen Gray, Paramedic**Position**

EMS Instructor

Credentials

METHODIST MEDICAL CENTER – PARAMEDIC PROGRAM (2004)

40 Hour EMS Instructional Strategies Certificate (Current)

BLS-CPR / ACLS - PRESENT & UPDATED (Current)

Location

EMS Universal Education – San Diego

Dalvette Gonzalez, EMT**Position**

EMS Instructor

Credentials

Southwestern Community College - Emergency Medical Responder (November 2016)

San Diego Miramar College - Firefighter Survival Fire Science Training and Education Program – May 2017

San Diego Miramar College - EMT - Emergency Medical Technician – October 2017

San Diego Miramar College - EMT - Defibrillation / Combitude Certificate – October 2017

Location

EMS Universal Education – San Diego

Daniel Taylor, EMT**Position**

EMS Instructor

Credentials

Skyline College - Respiratory Care Practitioner (Present)
George Washington University – Associates Degree in Health Science Program (2017)
Firefighting Emergency Vehicle Operations Course (2010).
U.S. Army Medical Research Institute - Chemical Defense Chemical Casualty Care Division (2007)
U.S. Navy - Naval School of Health Sciences - Surface Force Independent Duty Corpsman School (SFIDC) (2006)
Santa Rosa Junior College – Advanced Cardiac Life Support and Pediatric Life Support (1997)
U.S. Navy HAZWOPER Training (1995)
U.S. Coast Guard Health Services Technician School (1995)
U.S. Coast Guard Emergency Medical Services School (1995)
U.S. Coast Guard Boot Camp (1993)
Cal Poly Pomona - Undergraduate Studies (1987-1988)
Current 40 Hour EMS Instructional Strategies Certificate
Current California Certified EMT
Current National Registry Emergency Medical Technician (NREMT) Certification (E1404263) (1995)
American Heart Association (AHA) Basic Life Support (CRP Pro) Certification. Current certification (1995)
Phlebotomy Certification – U.S. Coast Guard (1995)
Allergy Technician Certification – U.S. Air Force (1996)
Advanced Cardio Life-Support (ACLS) Certification (1997)
Pediatric Cardio Life-Support (PALS) Certification (1997)
Optometry Technician – U.S. Coast Guard (1999)
AHA BLS (CRP Pro) Certification (2001)
Emergency Medical Technician Instructor Qualification – U.S. Coast Guard (2001)
American Safety Health Institute (ASHI) Basic Life Support certification (2002)
American Safety Health Institute (ASHI) Basic Life Support (BLS), First Aid, and Emergency Medical Responder (EMR) Instructor and Instructor Trainer: Certification (2002)
Navy Surface Force Independent Duty Corpsman (SFIDC) School. (2006)
2007: Field Management of Chemical and Biological Casualties Course Certification. – U.S. Army
2009: Tactical Combat Casualty Care Course – U.S. Coast Guard (2009)
2009: Tactical Emergency Medical Technician – Immigration Custom Enforcement (ICE) Agency – Dept. of Homeland Security (DHS). (2009)

2011: National Association of Emergency Medical Technician (NAEMT) Certification (07-NAEMT-FSA-0007) (2011)

Coast Guard Achievement Medal (2002)

Coast Guard Achievement Medal (2009)

Coast Guard Achievement Medal (2012)

Medal of Valor Nomination (May 2012)

Coast Guard Achievement Medal (2016)

Location

EMS Universal Education – Union City

Drew Perales, EMT

Position

EMS Instructor

Credentials

Abrams College - Emergency Medical Technician - Modesto, CA (2011)

Merced Community College Medical Terminology - Human Biology (2010)

Location

EMS Universal Education – Union City

Tank Farinha, EMT

Position

EMS Instructor

Credentials

EMT-1 - Emergency Medical Technician (January 2015)

Current 40 Hour EMS Instructional Strategies Certificate

Current California Certified EMT

Location

EMS Universal Education – Union City

Gregory Hubbell, Paramedic

Position

EMS Instructor

Credentials

Arizona State University - Bachelor of Science in Political Science (September 2013)

Evergreen Valley Community College, CA - EMERGENCY MEDICAL TECHNICIAN PROGRAM (May 2014)

College of San Mateo, CA - FIREFIGHTER I ACADEMY (December 2015)

Las Positas College, CA - PARAMEDIC PROGRAM (June 2016)

Location

EMS Universal Education – Union City

Victoria Yu, Administrative Assistant

Position

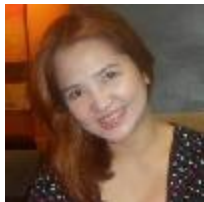
Administrative Assistant of EMS Universal Education

Location

EMS Universal Education - Nationwide

E-Mail Address

vyu@emsuniversity.com



Biography

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

phone, email, and live chat support regarding class requests, payments, inquiries, and to assist with any other questions surrounding our training program.

Basic Life Support (“BLS”) Department

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

Program Educational Objectives

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

Admissions Requirements

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

Ability to Benefit

EMS Universal Education does not offer Ability to Benefit.

Transfer of Credit Policy

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

Program of Study

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

Minimum Grade Required

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

BLS Course Descriptions

BFA 101: Basic First Aid

Prerequisites: None

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

Course Hours: 1-4 (If Previously Certified, Course is Usually Shorter)

Price: \$34 per course, subject to change upon reasonable notice to the student.

Learning Skills, Competencies, and Educational Objectives

At the completion of this course you should be able to:

- Understand the importance of safety during an emergency situation;
- Understand the different protective gear available and when to use it;
- Understand the value of providing good information to 9-1-1 operators/dispatchers;
- Understand when to call 9-1-1;
- Understand how to check the level of responsiveness;
- Understand how to evaluate and manage a patient's Airway, Breathing, & Circulation;
- Understand the various medical emergencies when first aid may be provided;
- Understand the various traumatic injury emergencies when first aid may be provided;
- Understand various other factors where first aid may be provided;
- Understand the purpose of Good Samaritan Laws;
- Understand the different roles and responsibilities of EMS providers.

BBP 101: Bloodborne Pathogens

Prerequisites: None

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

Course Hours: 1-4 (If Previously Certified, Course is Usually Shorter)

Price: \$34 per course, subject to change upon reasonable notice to the student.

Learning Skills, Competencies, and Educational Objectives

At the completion of this course you should be able to:

- Understand the importance of safety during an emergency situation.
- Understand the different protective gear available and when to use it.
- Understand what bloodborne pathogen and OPIM terminology are.
- Understand OSHA requirement regarding the development of an ECP
- Understand what to do in the event of an exposure.
- Understand the requirements after an exposure.
- Understand post-exposure requirements.

- Understand engineering and workplace control practices.
- Understand the value of accurate reporting.

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

Prerequisites: None

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

Course Hours: 1-4 (If Previously Certified, Course is Usually Shorter)

Price: \$34 per course, subject to change upon reasonable notice to the student.

Learning Skills, Competencies, and Educational Objectives

At the completion of this course you should be able to:

- Understand the importance of safety during an emergency situation;
- Understand the differences in protective gear available to you and when to use it;
- Understand when to call 9-1-1;
- Understand the value of providing proper information to 9-1-1 operators/dispatchers;
- Understand how to check a person's level of responsiveness;
- Understand how to assess and manage an airway, facilitate and/or provide adequate breathing, & perform artificial circulation through proper CPR techniques;
- Understand the purpose of Good Samaritan Laws;
- Understand the different roles and responsibilities of EMS providers.

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

Prerequisites: None

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

Course Hours: 1-4 (If Previously Certified, Course is Usually Shorter)

Price: \$34 per course, subject to change upon reasonable notice to the student.

Learning Skills, Competencies, and Educational Objectives

At the completion of this course you should be able to:

- Understand the Importance of Safety During an Emergency Situation;

- Understand the Different Protective Gear Available and When to Use It;
- Understand the Value of Providing Good Information to 9-1-1 Operators/Dispatchers;
- Understand when to Call 9-1-1;
- Understand How to Check the Level of Responsiveness;
- Understand How to Evaluate and Manage an Airway, Breathing, & Circulation;
- Understand the Purpose of Good Samaritan Laws;
- Understand the Different Roles and Responsibilities of EMS Providers;
- Understand Your Responsibilities as a Healthcare Professional Certified in CPR.

Emergency Medical Services (“EMS”) Department

Program Educational Objectives

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

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

Admissions Requirements

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

Transfer of Credit Policy

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

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

Course Change

Students may elect to change their EMT course to another class section for a fee disclosed on the enrollment agreement provided they did not (1) previously fail or (2) otherwise withdraw or (3) cancel their previous class.

Program of Study

The EMT program of study includes all the content identified in the EMT Program Disclosure Documents as required by the California EMS Authority/Local EMS Authority.

Minimum Grade Required

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

Emergency Medical Technician (“EMT”) Program



EMT Program Disclosure Statements EMS Universal Education

Section I: Program Responsibilities

- A. EMS Universal Education shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined by the State/County EMS Authority.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission or Registration Form specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability. Finally, students warrant and guarantee that they meet the requirements for entry to the program.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet the following requirements:
 - 1. Current High School Diploma, Home School Diploma or General Education Degree;

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

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

C. Miscellaneous Requirements:

1. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms. Note: The state may require graduates to become 18 years of age before being certified as an EMT.
- a. Applicants under 21 years of age should be aware of the possible limitations of employment which might occur due to motor vehicle insurance restrictions. Certification and/or passing the course does not guarantee employment. In no case will EMS Universal Education offer job placement or guarantee job placement.
2. Applicants must pay the registration and tuition fees.
3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation (Not Expiring within the next 6 months, taken with a LIVE instructor), demonstrated by one of the following:
 - a. EMS Universal Education CPR for the Healthcare Provider;
 - b. AHA Healthcare Provider certification;
 - c. ASHI CPR Pro;
 - d. American Red Cross Professional Rescuer CPR certification.
5. Negative Drug Screening Test - not required prior to entry, but required prior to externship participation - (must be 5 panel or greater and completed within 3 months prior to the program start).

6. Negative TB Test - not required prior to entry, but required prior to externship participation - which may include either a PPD or chest X-ray with negative indication.
7. MMR vaccination or immunity – not required prior to entry, but required prior to externship participation;
8. Varicella vaccination or immunity – not required prior to entry, but required prior to externship participation;
9. Tetanus/Diphtheria vaccination within the last 10 years or immunity – not required prior to entry, but required prior to externship participation;
10. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;
11. DPS Fingerprint clearance Card - required prior to externship participation – not required prior to entry, but required prior to externship participation.
- a. **NOTE: IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS SCHEDULED DUE TO NOT OBTAINING A FINGERPRINT CLEARANCE CARD OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.**

Section III: Course Information

A. *Course Content*

Chapter	Subject
N/A	Course Introduction and Overview
1	Emergency Medical Care Systems, Research and Public Health
2	Workforce Safety and Wellness of the EMT
3	Medical, Legal, and Ethical Issues
4	Documentation
5	Communication
6	Lifting and Moving Patients
6	Lab: Lifting and Moving Patients
1-6	Review: Chapters 1-6
1-6	Exam and Review of Exam
7	Anatomy, Physiology, and Medical Terminology
7	Anatomy, Physiology, and Medical Terminology
8	Pathophysiology
9	Life Span Development
7-9	Exam and Review of Exam
10	Airway Management, Artificial Ventilation, and Oxygenation

10	Lab: Airway Management, Artificial Ventilation, and Oxygenation
11	Baseline Vital Signs, Monitoring Devices, and History Taking
6, 10-11	Lab: Lifting and Moving Patients; Airway Management, Artificial Ventilation, and Oxygenation; Baseline Vital Signs Monitoring Devices, and History Taking.
12	Scene Size-Up
13	Patient Assessment
12-13	Lab: Scene Size-Up and Patient Assessment
10-13	Exam and Review of Exam
14	Pharmacology and Medication Administration
15	Shock and Resuscitation
16	Respiratory Emergencies
1-16	Lab: Pharmacology and Medication Administration, Review of Previous Skills, Respiratory Emergency Scenarios
17	Cardiovascular Emergencies
18	Altered Mental Status, Stroke, and Headache
16-18	Lab: Respiratory, Cardiovascular and Altered Mental Status Scenarios
14-18	Exam and Review of Exam
19	Seizures and Syncope
20	Acute Diabetic Emergencies
21	Anaphylactic Reactions
22	Toxicologic Emergencies
23	Abdominal, Gynecologic, Genitourinary and Renal Emergencies
24	Environmental Emergencies
19-24	Lab: Medical Emergencies Scenarios
25	Submersion Incidents: Drowning and Diving Emergencies
26	Behavioral Emergencies
27	Trauma Overview: The Trauma Patient and the Trauma System
28	Bleeding and Soft Tissue Trauma
19-26	Exam and Review of Exam
29	Burns
30	Musculoskeletal Trauma
31	Head Trauma
32	Spinal Column and Spinal Cord Trauma
33	Eye, Face, and Neck Trauma
34	Chest Trauma
27-34	Lab: Trauma Skills and Scenarios
35	Abdominal and Genitourinary Trauma
36	Multisystem Trauma and Trauma in Special Patient Populations

37	Obstetrics and Care of the Newborn
27-37	Lab: Trauma Skills and Scenarios; Obstetrics and Care of the Newborn
27-36	Exam and Review of Exam
38	Pediatrics
39	Geriatrics
38	Lab: Pediatric Skills and Scenarios
40	Patients with Special Challenges
41	Ambulance Operations and Air Medical Response
42	Gaining Access and Patient Extrication
37-40	Exam and Review of Exam
43	Hazardous Materials
44	Multiple Casualty Incidents and Incident Management
45	Response to Terrorism Involving Weapons of Mass Destruction
41-45	Exam and Review of Exam
1-45	Course Review
1-45	Lab: Scenarios and Skills Review
1-45	Final Exams
A-1	ALS Assist & Pharmacology

- B. **Course Hours:** EMS Universal Education EMT Course consists of 172 hours which includes a minimum of 136 didactic hours (including 24 hours of psychomotor training). 36 hours of clinical/externship rotations are also required. Students will be required to obtain at least 10 patient contacts prior to course completion. Students shall be required to document 10 patient contacts at minimum. This requirement may be increased at the discretion of the instructor. Course hours are subject to change with appropriate notification to the student/applicant.
1. **Regular Format Sessions** (100% Direct in Person or Hybrid Theory Only, Synchronously via Zoom): Sessions where the scheduled in-class instruction is completed in greater than 80 calendar days are considered regular sessions.
 2. **Accelerated Format Sessions** (100% Direct in Person or Hybrid Theory Only, Synchronously via Zoom): Sessions where the scheduled in-class instruction is completed in greater than 40 days or less than 80 calendar days are considered Accelerated sessions.
 3. **Fast Track Format Sessions** (100% Direct in Person or Hybrid Theory Only, Synchronously via Zoom): Sessions where the scheduled in-class instruction is completed 40 calendar days or less and greater than 21 calendar days are considered Fast Track sessions.

4. **Boot Camp Format Sessions** (100% Direct in Person or Hybrid Theory Only, Synchronously via Zoom): Sessions where the scheduled in-class instruction is completed in less than 21 calendar days are considered Boot Camp sessions.

All methods of instruction include didactic, vehicular, exams, and instruction. The difference between (1) 100% direct in person and (2) hybrid theory only, synchronously via Zoom programs is that the former courses are instructed entirely in-person, while the latter programs are provided with all didactic instruction online via Zoom with the exception of skills demonstration and practice which are required to successfully complete the program. Both the former and latter programs require that the student successfully complete all externship hours.

Our distance education environment consists of synchronous video conferencing, e.g. via Zoom. Students are assessed prior to admission in order to determine whether each student has the skills and competencies to succeed in a distance education environment through the following methods and requirements:

1. Administrative one-on-one orientation, including demonstration of how to create an account and use the synchronous video conferencing system;
2. Student will demonstrate how to create an account and operate an account using the synchronous video conferencing system in the manner provided in the orientation;
3. Must meet other program requirements for entry into the program;
4. Attestation that student own a computer;
5. Attestation that student meets technical requirements;
6. Students will certify that they have been provided with an orientation and feel comfortable with utilizing the synchronous video conferencing system prior to enrolling in the course.

Assignments, quizzes and exams are completed via Moodle LMS which also contains review materials to help increase student proficiency. The course is outlined according to topics progressing through the course. Students are able to move freely through the course, with some exceptions. For example, students are not permitted to take certain examinations or view certain sections until prerequisite exams, quizzes assignments, or other requirements are met.

Additionally, students are required as above to complete clinical and/or vehicular (externship) hours.

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

- C. **Course Fees** – The cost of tuition and fees for the EMT course is located below. The cost of the course is non-transferrable and subject to change with appropriate notification to the student/applicant. Some course costs may include other fees which may fluctuate according to market conditions. Student Tuition Recovery Fee is the estimated total charges for the entire educational program (\$2.50 rounded up to the nearest \$1,000) and is a mandatory fee.

1. Registration Fee: \$50.00
2. Student Tuition Recovery Fee (Non-Refundable): SEE NOTE ABOVE
3. Tuition (Includes Books / Materials, but does not include Registration Fee):

A. Regular Session or;	\$2,195.00
B. Accelerated Session or;	\$2,295.00
C. Fast Track Session.	\$2,445.00
D. Boot Camp Session	\$2,845.00

Other Estimated Costs

3. Drug Screening	\$ 35.00
4. Hepatitis B Vaccine	\$ 75.00
5. MMR Vaccine	\$ 90.00
6. Varicella Vaccine	\$ 125.00
7. TB Testing	\$ 25.00
8. Fingerprinting	\$ 20.00
9. Fingerprint Clearance Card	\$ 85.00

Total Estimated Costs **\$2,600.00 - \$4,000.00**

Course Materials Non-Refundable

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

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

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

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

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

- A. AAOS Textbook 11th Edition (ISBN: 978-1284080179)
- B. EMS Universal Education (Electronic Resource)
- C. Uniform T-Shirt
- D. Blood pressure cuff
- E. Stethoscope
- F. Penlight
- G. Pocket Mask

Section V: Notification Requirements

- A. **Physician's Statement** - Students with a health or physical problem may be asked to obtain a physician's statement, at the student's cost, that the condition will not be aggravated by or endanger clients/patients associated with the student in required coursework.
- B. **Physical Activity Requirements** – The EMT student shall have the ability to lift and move as well as take physical action similar to that of an EMT in the EMS field on an ambulance. Because this program is designed for those who may eventually be seeking employment as an EMT, the student shall be required to have the ability to perform his/her tasks while in class and in the externship setting. Specifically, this will include and is not limited to the following: lifting patients on a stretcher with limited help, lifting objects using proper lifting techniques, moving objects and patients to and from the ground, moving patients down stairs and stairwells, twisting, bending and other movements required in the EMS field as occurs by EMS professionals.

The student hereby certifies that he/she has such abilities as described herein and understands further that it is his/her responsibility to investigate these matters to fully understand what is required prior to this information being provided in the EMT course as to prevent problems which might occur. EMS Universal Education shall make reasonable accommodations upon the student requests made within a reasonable time period in accordance with applicable law.

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

Section VI: Certification as an EMT

After successful completion of the final written and practical examinations, and upon receipt of a course completion certificate, you may become certified as an EMT subject to obtaining your National Registry of Emergency Medical Technician (“NREMT”) certificate as well as subject to the rules prescribed by the California EMS Authority (“CEMSA”) and the Local (Usually County) EMS Authority (“LEMSA”). Because individual requirements may vary, you may reach out to the NREMT directly by visiting www.nremt.org. Additionally, you can contact CEMSA and get info on the LEMSA by visiting the CEMSA website at <https://emsa.ca.gov>. The following information listed below is not intended to be comprehensive as requirements may change from time to time without notice to our organization and therefore we cannot be held liable for any oversight or omission and advise you to reach out to the entities listed above for specific requirements.

The first step is usually filling out the NREMT application and meeting their requirements followed by taking their written, “CBT” examination. Upon successful completion and by meeting their other requirements, you can then take this certification to the LEMSA in your jurisdiction/county. The CEMSA has contact information for each LEMSA. The LEMSA typically will require you to provide your certificate information from the NREMT and/or your course completion certificate as well as for you to meet other statutory/regulatory requirements.

Please contact your Program Director or Manager for further information regarding certification.

Section VII: Indemnification & Limitation of Liability

To the fullest extent permitted by law, you agree to defend, indemnify and hold harmless EMS Universal Education from and against any and all claims, charges, demands, damages, losses, expenses, and liabilities of whatever nature and howsoever arising

(including, but not limited to, any legal or other professional fees and the costs of defending or prosecuting any claim), incurred or suffered by EMS Universal Education directly or indirectly.

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

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

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

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

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

Section VIII: Integration

You agree to be bound and this agreement is integrated into the Course Syllabus, Policies and Procedures, and registration terms you agreed to if you registered for a course. This is a complete integration, meaning that no prior oral agreement shall be binding upon these written/electronic agreements.

Section IX: Severability

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

Section X: Choice of Law and Forum

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

Section XI: EMS Universal Education Standard Operating Guidelines

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

Emergency Medical Technician (“EMT”) Program



EMT Program Policies and Procedures

EMS Universal Education

Section I: Program Responsibilities

- A. EMS Universal Education shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined by the State/County EMS Authority.

Section II: Student Enrollment

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

Assessment	Score Range	Prerequisite Class(es)
EMSU Reading Assessment	Pass	None

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

C. Miscellaneous Requirements:

1. Participants who are less than 18 years of age at the time of registration, must provide parental approval of all written and electronic forms. Note: The state may require graduates to become 18 years of age before being certified as an EMT.
- a. Applicants under 21 years of age should be aware of the possible limitations of employment which might occur due to motor vehicle insurance restrictions. Certification and/or passing the course does not guarantee employment. In no case will EMS Universal Education offer job placement or guarantee job placement.
2. Applicants must pay the registration and tuition fees.
3. Accepted applicants are bound to the agreement contained on the registration form.
4. Proficiency in cardiopulmonary resuscitation (Not Expiring within the next 6 months, taken with a LIVE instructor), demonstrated by one of the following:
 - a. EMS Universal Education CPR for the Healthcare Provider;
 - b. AHA Healthcare Provider certification;
 - c. ASHI CPR Pro;
 - d. American Red Cross Professional Rescuer CPR certification.
5. Negative Drug Screening Test - not required prior to entry, but required prior to externship participation - (must be 5 panel or greater and completed within 3 months prior to the program start).
6. Negative TB Test - not required prior to entry, but required prior to externship participation - which may include either a PPD or chest X-ray with negative indication.
7. MMR vaccination or immunity – not required prior to entry, but required prior to externship participation;
8. Varicella vaccination or immunity – not required prior to entry, but required prior to externship participation;
9. Tetanus/Diphtheria vaccination within the last 10 years or immunity – not required prior to entry, but required prior to externship participation;
10. Hepatitis B vaccination, immunity, or signed declination form – not required prior to entry, but required prior to externship participation;

11. DPS Fingerprint clearance Card - required prior to externship participation – not required prior to entry, but required prior to externship participation.
 - a. NOTE: IF THE STUDENT IS UNABLE TO COMPLETE EXTERNSHIPS AS REQUIRED BY THE SCHEDULE DUE TO NOT OBTAINING A FINGERPRINT CLEARANCE CARD OR NOT OBTAINING LABS OR A DRUG TEST, THEY MAY BE DISMISSED FROM THE PROGRAM ADMINISTRATIVELY.

Section III: Student Attendance

- A. The EMS Universal Education EMT Course consists of a total of 136 didactic hours which includes practical examination assistance and an additional 36 hours of clinical rotations. Students shall be required to document 10 patient contacts at minimum. This requirement may be increased at the discretion of the instructor. This course shall meet the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician National Standard Curriculum guidelines and 2009, the National EMS Education Standards as well as meet California and County EMS Authority EMS education standards. A student is not permitted to be absent from the course. ***Students who miss 3 or more days from the class may be dismissed.*** Exceptions may be granted at the discretion of the Program Director.
- B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program and for making arrangements with individual instructors for work missed.
- C. Students are required to be on time and stay for the duration of class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of work missed as a result of being late for classes or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.
- D. EMS Universal Education does not allow leaves of absences.
- E. **Students who are absent more than 3 times may be dismissed from the program.**
- F. Instructors will keep track of hours that students miss in class. These hours will be counted against the student and if cumulatively, in combination with absences result in a total of 3 absences, the student may be dismissed from the class.

Section IV: Grading

- A. The EMT student is required to achieve an overall average minimum grade average and final examination score of 80% or greater in order to pass the course. This grade percentage may be increased at the discretion of the Program Director or designee with reasonable notice to the student. In all cases, a grade

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

Section V: Administration of Final Examinations

- A. The student is required to pass the course final with a grade of 80% or higher in order to pass the course.
- B. A student may not receive verbal or written assistance from any other individual or use notes, books, or documents of any kind as an aid in taking the examination. Any student violating this provision will not be permitted to complete the exam or the course.
- C. EMS Universal Education will administer a final written examination and a final comprehensive practical skills examination for the EMT course.
- D. The student must be at least 18 years of age to take the EMT Course Final Examination.

Section VI: Student Conduct

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

Section VII: Media Release

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

Section VIII: Student Records

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

Emergency Medical Technician (“EMT”) Refresher Program



EMT Refresher Program Disclosure Statements
EMS Universal Education

Section I: Program Responsibilities

- A. EMS Universal Education shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined by the State/County EMS Authority.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet one of following requirements:
 - 1. Current EMT-B or higher level certification in California or certification, recertification, or licensure at the basic emergency medical technician level or higher level in any other state or jurisdiction.
 - 2. Current EMT or higher level registration.
 - 3. Being required by NREMT to complete the California EMT-B refresher to become eligible to seek NREMT registration
- C. **Miscellaneous Requirements:**
 - 1. The applicant must be eighteen years of age or older at the time he or she starts his or her program of study.
 - 2. Applicants must pay the registration fee.
 - 3. Accepted applicants are bound to the agreement contained on the registration form.
 - 4. Proficiency in cardiopulmonary resuscitation.
 - 5. The applicant must demonstrate proficiency in reading at the 9th grade level. This will be verified through the presence of a High School Diploma or GED.

Section III: Course Information

- A. **Course Content**

Chapter One: Preparatory

➤ **Introduction to Emergency Medical Care**

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

➤ **Well-Being of the EMT**

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

➤ **Medical/Legal and Ethical Issues**

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

➤ **The Human Body**

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

➤ **Baseline Vital Signs and SAMPLE History**

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

➤ **Lifting and Moving Patients**

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

➤ **Evaluation: Preparatory Module**

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

Chapter Two: Airway

➤ **Airway**

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

➤ **Practical Skills Lab: Airway**

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

➤ **Evaluation: Airway Module**

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

Chapter Three: Patient Assessment

➤ **Scene Size-Up**

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

➤ **Initial Assessment**

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

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

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

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

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

➤ **Detailed Physical Exam**

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

➤ **On-Going Assessment**

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

➤ **Communications**

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

➤ **Documentation**

Assists the EMT in understanding the components of the written report, special considerations regarding patient refusal, the legal implications of the report, and special reporting situations. Reports are an important

aspect of pre-hospital care. This skill will be integrated into all student practices.

➤ **Practical Skills Lab: Patient Assessment**

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

➤ **Evaluation: Patient Assessment Module**

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

Chapter Four: Medical/Behavioral & Obstetrics/Gynecology

➤ **General Pharmacology**

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

➤ **Respiratory Emergencies**

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

➤ **Cardiovascular Emergencies**

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

➤ **Diabetes/Altered Mental Status**

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

➤ **Allergies**

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

➤ **Poisoning/Overdose**

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

➤ **Environmental Emergencies**

Covers recognizing the signs and symptoms of heat and cold exposure, as well as the emergency medical care of these conditions.

Information on aquatic emergencies and bites and stings will also be included in this lesson.

➤ **Behavioral Emergencies**

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

➤ **Obstetrics/Gynecology**

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

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

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

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

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

Chapter Five: Trauma

➤ **Bleeding and Shock**

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

➤ **Soft Tissue Injuries**

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

➤ **Musculoskeletal Care**

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

➤ **Injuries to the Head and Spine**

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

➤ **Practical Skills Lab: Trauma**

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

➤ **Evaluation: Trauma Module**

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

Chapter Six: Infants & Children

➤ **Infants and Children**

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

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

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

➤ **Evaluation: Infants and Children**

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

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

Section IV: Required EMT Books, Equipment and Supplies

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

Section V: Notification Requirements

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



EMT Refresher Program Policies and procedures

EMS Universal Education

Section I: Program Responsibilities

- A. EMS Universal Education shall establish, implement and annually review its policies to ensure that they are meeting the requirements as outlined by the State/County EMS Authority.

Section II: Student Enrollment

- A. **Admissions Requirements and Procedures** - Each applicant for admission must fill out an Application for Admission specifying the course(s) the student desires to take. The student is permitted to choose the start date of the course assuming prerequisites are met. Students also sign an agreement that course registration is subject to availability.
- B. **Qualification of Admission** - To qualify for admission, the prospective student must meet one of following requirements:
1. Current EMT-B or higher level certification in California or certification, recertification, or licensure at the basic emergency medical technician level or higher level in any other state or jurisdiction.
 2. Current NREMT or higher level registration.
 3. Being required by NREMT to complete the California EMT-B refresher to become eligible to seek NREMT registration
- C. **Miscellaneous Requirements:**
1. The applicant must be eighteen years of age or older at the time he or she starts his or her program of study.
 2. Applicants must pay the registration fee.
 3. Accepted applicants are bound to the agreement contained on the registration form.
 4. Proficiency in cardiopulmonary resuscitation.
 5. The applicant must demonstrate proficiency in reading at the 9th grade level. This will be verified through the presence of a High School Diploma or GED.

Section III: Student Attendance

- A. The EMS Universal Education EMT Refresher Course consists of a total of 24 clock hours. This course shall meet and the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician-Basic Refresher National Standard Curriculum (1996) in the number of cumulative hours and specific hours required for each module. A student is not permitted to be absent from the course. If a student cannot meet the minimum attendance requirements, at the discretion of the program director or designee, a student missing a lesson may demonstrate the fulfillment of all skills and knowledge covered in the missed lesson.

- B. In the event of absence from class, the student assumes the responsibility of immediately notifying the program and for making arrangements with individual instructors for work missed.
- C. Students are required to be on time and stay for the duration of class. The student assumes the responsibility for making arrangements with individual instructors for any and all makeup of work missed as a result of being late for classes or leaving classes early. Time missed in class due to a student's tardiness or leaving early is recorded as time absent from class.
- D. EMS Universal Education does not allow any leaves of absences. In the event of an extended absence, a student may be dismissed from the program.

Section IV: Grading

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

Section V: Administration of Final Examinations

- A. The student is required to pass the course final with a grade of 75% or higher in order to pass the course.
- B. A student may not receive verbal or written assistance from any other individual or use notes, books, or documents of any kind as an aid in taking the examination. Any student violating this provision will not be permitted to complete the exam or the course.
- C. EMS Universal Education will administer a final written examination and a final comprehensive practical skills examination for the EMT course.
- D. The student must be at least 18 years of age to take the EMT Course Final Examination.

Section VI: Student Conduct

- A. **Code of Conduct-** Students may be placed on probation, suspended or terminated for violation of the school's personal conduct standards. Violations include dishonesty, theft, unprofessional conduct, use of profanity, possession of firearms or weapons, cheating, insubordination, noncompliance with safety

rules, use of or being under the influence of alcohol or illegal drugs on school property, and vandalism of school property or equipment.

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

Section VII: Media Release

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

Section VIII: Student Records

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

EMS Course Descriptions

Emergency Medical Technician

Prerequisites: Appropriate Placement Score, CPR, also See Program Packet

EMS Universal Education EMT Course consists of 172 hours which includes a minimum of 136 didactic hours (including 24 hours of psychomotor training). 36 hours of clinical/externship rotations are also required. Students will be required to document at least 10 patient contacts prior to course completion. This requirement may be increased at the discretion of the instructor. Course hours are subject to change with appropriate notification to the student/applicant. This course shall meet the United States Department of Transportation, National Highway Transportation Safety Administration, Emergency Medical Technician National Standard Curriculum guidelines and 2009, the National EMS Education Standards as well as meet California EMS Authority Standards.

Clock Hours: 136 Didactic Hours Minimum plus 36 clinical hours

EMT Refresher

Co-Requisites: CPR Certification

Prerequisites: Previous, Current, Expired or Desired EMT Certification

This 24 Hour, fully compliant, Continuing Educating Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE) approved course follows the U.S. Department of Transportation (DOT) National Standard Curriculum for Emergency Medical Technician Basic Refresher (2009). Students are trained according to the standards outlined above. Students who successfully pass the course, will be issued certification identifying the number of hours obtained for training for the use of re-registration as an EMT for the state of California and under the National Registry of Emergency Medical Technicians.

Clock Hours: 24

Price Range: \$150-300, subject to change upon reasonable notice to the student.