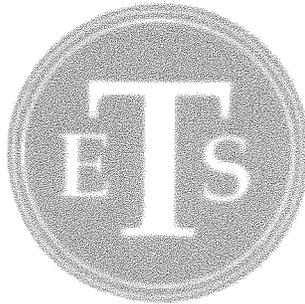


Emergency Training Services Inc.



General
Catalog
2011

Emergency Training Services Inc.
General Catalog
January 2011—December 2011



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Introduction

Emergency Training Services Inc. is owned by David Barbin. He founded the company in 1987. Mr. Barbin has a diverse background in public service and education. He was a member of the Santa Cruz City Fire Department for thirteen years. The fire service has always stressed continuing education as a prerequisite for advancement. While moving up the ranks, Mr. Barbin experienced many different training techniques. In 1972, he became a part time fire science teacher at Cabrillo College. By 1980 he was the director of both the Cabrillo College Fire Science program and the Santa Cruz County Regional Occupational Fire and Rescue Training Program. ETS Inc. began as a book store, providing textbooks to fire science students at a reduced rate. In 1988 the Mission Trails Regional Occupational Program in Monterey county contracted ETS to provide hazardous materials and rescue training to fire departments and other public agencies. After running the Santa Cruz ROP fire and EMS program for 12 years, in 1992 Mr. Barbin and ETS Inc. formally took over the EMS training division.

COMPANY OFFICERS

David Barbin, CEO
JoAnn Roeder, CFO
Nicholas K. Barbin, Director
Ben Roeder, Director

MISSION STATEMENT

The mission of Emergency Training Services Inc. is to respond to the educational needs of individuals seeking a career in an ever changing pre-hospital emergency medical care field. To that end Emergency Training Services Inc.:

Provides quality technical instruction in all courses and maintains an environment that emphasizes and encourages teaching, learning, scholarship, creativity, critical and independent thinking, and promotes professional responsibility.

Maintains a comprehensive curriculum that includes entry-level technical certificate programs, continuing education courses, and upgrading skill courses that are appropriate to the pre-hospital emergency medical care field.

Provides students with opportunities to fulfill their technical training and educational needs with the latest training equipment available.

Employs an instructor and teaching assistant staff, who are presently working in the pre-hospital medical care field, to develop in students, competencies and skills to function productively, responsibly, and professionally as members of a pre-hospital emergency medical care team.

APPROVAL NOTICE

Emergency Training Services Inc. is a private institution. Emergency Training Services Inc.'s approval to operate in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Emergency Training Services Inc. is granted approval to operate under the terms of California Education Code (CEC) section (a) (1) until December 31, 2011 per CEC section 94890(b). The Approval to Operate Certificate number is 19369. The school code is 4400821.

ACCREDITATIONS

Institutional Accreditation - Accrediting Bureau of Health Education Schools(ABHES), 7777 Leesburg Pike, Suite 314 N. Falls Church, VA 22043 (703) 917-9503 ABHES ID#:I-078 for non-degree programs.

Programmatic Accreditation - Emergency Training Services Inc. is accredited by the Commission on Accreditation of Allied Health Education Programs(www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). Commission on Accreditation of Allied Health Education Programs, 1361 Park Street, Clearwater, FL 33756, 727-210-2350, www.caahep.org

CALENDAR

The Spring EMT courses will begin on the week of 1/24/11 and end the week of 6/27/11. Final exams will be held on the week of 6/27/11. The Spring Paramedic Program will begin on 1/19/11. Final exams will be held on 7/14/11. Didactic lectures will conclude on 7/28/11. The Fall EMT courses will begin on the week of 8/16/11 and end the week of 12/20/11. Final exams will be held on the week of 12/20/11. The Fall Paramedic Program will begin on 8/22/11. Final exams will be held on 2/1/12. Didactic lectures will conclude on 2/15/12. ETS will be closed for the following holidays in 2011: January 3, January 17-Martin Luther King Day, February 21-Presidents Day, April 4-10 - Spring Break, May 30-Memorial Day, July 4-Independence Day, September 5-Labor Day, November 11-Veteran's Day, November 24, 25-Thanksgiving, December 24-January 3-Winter Break.

DISCLOSURE STATEMENT

Standards for training are described in the California Code of Regulations, Title 22, Division 9, Chapter 4, EMT-Paramedic. A person seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the institution's President and Chief Instructional Officer, David Barbin. Unresolved complaints may be directed to the Bureau for Private Postsecondary and Vocational Education, 400 "R" Street, Suite 5000, Sacramento, CA 95814-6200, telephone (916) 445-3428.

All information in the content of this school catalog is current and correct and is so certified as true by David Barbin, Chief Executive Officer.

ADMINISTRATION AND STAFF

David Barbin - Full-time Chief Executive Officer/President, School Director,. BS Public Management Saint Mary's of California, California Vocational Supervisors Credential, Community College Vocational Teaching Credential Full-time/Lifetime, California Designated Subjects Vocational Education Teaching Credential Full-time/Lifetime with twenty five years supervisory experience as fire technology program director community college, pre-hospital care program director/head teacher regional occupational programs, and ETS owner over 20 years.

Terry Lapid MD - Part-time Medical Director. MD University Autonoma De Guadalajara

Ellica Nash - Full-time ETS General Manager. BA University of California at Santa Barbara.

Michael Thomas - Part-time Director Paramedic Program. MS Golden Gate University, EMT-Paramedic Butte College.

Debbie Farquhar - Full-time Instructional Operations Manager.

Natasha Eastin - Part-time Administrative Assistant

FACULTY

The faculty, administrative, and support staff are managed by the Chief Executive Officer/President. The faculty and staff bring many years of experience to the school.

Faculty members are chosen for their experience in the field and as educators. Instructors hold a Certificate of Authorization for Service issued by the Bureau of Private Postsecondary and Vocational Education, as well as a California Designated Subjects Vocational Education Teaching Credential.

Lisa Angell - Part-time Paramedic Lecturer. BSN, Cal State Dominguez Hills

Kim Borreson - Part-time Skills Coordinator. Paramedic, ETS Inc.

Mike DiTano - Part-time EMT Instructor. Paramedic, ETS Inc.

Greg Hansen - Part-time EMT Instructor. EMT

Chris Harmount - Part-time Paramedic Instructor. AA Cuesta College, Paramedic, ETS Inc.

Andrew Johnston - Part-time EMT Instructor. BA, San Jose State University, EMT, ETS Inc.

Ryan Peters - Part-time EMT Instructor. Paramedic, ETS Inc.

Dan Quinto - Part-time EMT Instructor. Paramedic, Daniel Freeman Hospital

Dan Quinto - Part-time Paramedic Lecturer. Daniel Freeman Hospital

Bill Schwartz - Part-time Field Internship Coordinator. Paramedic, ETS Inc.

Veronica Sherwood - Clinical Internship Coordinator. BSN, New York University

Scott Vahradian - Part-time Paramedic Instructor. Physician's Assistant, Stanford, BA Environmental Studies UCSC.

Greg Vandervoort - Part-time EMT Instructor. Paramedic, ETS Inc.

David Zenker - Part-time Paramedic Instructor. BA University of California San Diego, Paramedic, ETS Inc.

ADMISSIONS REQUIREMENTS AND ENROLLMENT PROCEDURES

Students may register for EMT in person or through the mail. EMT students must be at least 18 years of age and have a high school diploma or GED. EMT students must provide proof that they have successfully completed the prerequisite by providing photocopy of current CPR certificate. EMT students who fall under the ability-to-benefit category (students who do not possess a high school diploma or its equivalent), will not be accepted for enrollment.

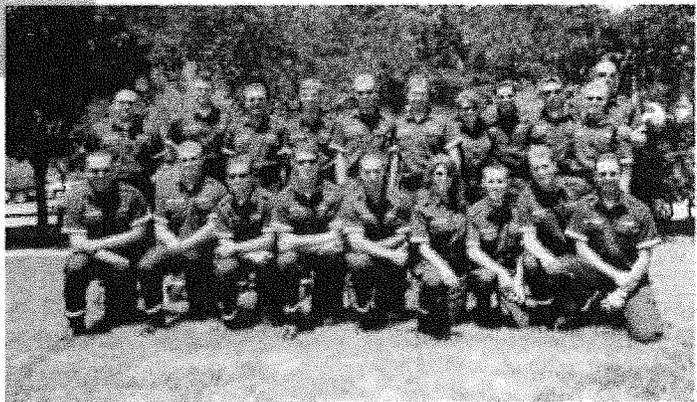
Paramedic students are required to go through a screening process to be selected to attend the program. This screening process involves filing an application, academic testing and interviews. All paramedic applicants must be currently certified as an EMT, hold a current CPR Healthcare Provider certification, a high school diploma or equivalent and be at least 18 years of age.

Completion of the EMT or Paramedic course of study requires clinical assignment to local health care facilities or health care providers. Before such assignment, some students may have to pass a criminal offender record information check acceptable to the health care facility or provider.

Successful completion of the EMT or Paramedic program is designed to lead to a position that will require certification or licensure by government agencies. Certification or licensure as an EMT or Paramedic requires that the applicant must pass a state and federal criminal offender record information search.

Not all criminal offenses will preclude certification or licensure. Persons considering enrollment are encouraged to investigate whether a prior criminal arrest might prevent them from becoming certified or licensed, but Emergency Training Services, Inc. cannot advise students about the effect of criminal history information.

Educational Programs



Emergency Medical Technician 1

Program Objectives

Goals: The course objective is to train students to the standards set by the California Code of Regulations, Title 22, Division 3. These standards prepare students to have the knowledge and be able to perform the skills necessary to provide emergency medical care at a basic life support level with other specialized personnel. The student will be capable of recognizing the nature and seriousness of a patient's condition or extent of injuries; to administer the appropriate emergency medical care based on the assessment; lift, move, position a patient to minimized discomfort or prevent further injury; communicate with and transport patients.

Type of Instruction:

The class consists of lecture, skills sessions, and Emergency Department observation.

Target Audience

EMT is intended for individuals who would like to work on an ambulance as an assistant to paramedics, or in an emergency room. Professions such as firefighter and lifeguard often require, or recommend, EMT certification.

Academic Standards Required for Completion:

Students must successfully complete the skills test, and pass the written exam with a minimum score of 70% to complete the course.

Credential Given for Successful Completion:

Students who pass will receive a course completion certificate from ETS Inc. and an EMT license from the county of Santa Cruz.

Entrance Requirements:

Students must be at least 18 years of age, hold a high school diploma or equivalent, have proof of a current First Responder certificate and a current Healthcare Provider CPR card.

Program Schedule

The program is 18, 10 or 6 weeks in length, depending on the offered format. A total of 120 clock hours of training is required. Lectures are held one, three or four evenings a week respectively, 4 hours per day. Students must also complete four 8-hour skills labs that are held on Saturdays or Sundays, one 8-hour observation shift in a hospital Emergency Department and 2 4-hour skills review sessions. There are no credit hours awarded.

Subject listing

Module 1 - 36 hours Module 1 introduces students to the EMS System and basic human anatomy. Students will practice primary and secondary assessment skills, the use of airway adjuncts, oxygen delivery, and suctioning equipment. Successful scene management, and the Santa Cruz County Trauma Training Plan will discussed and practiced.

Module 2 - 24 hours Students will study the treatment of burns and soft tissue injuries, hemorrhage control, cardiovascular emergencies and cerebral vascular accidents. Other topics presented include: types of shock, death and dying, critical incident stress disorder and ambulance orientation.

Module 3 - 20 hours Students will study the recognition and treatment of respiratory and diabetic emergencies, poisonings, overdoses, seizures and head injuries. Student will practice spinal immobilization procedures, mass casualty protocols and learn to assess altered levels of consciousness.

Module 4 - 20 hours Study and practice of treatments for environmental emergencies, chest and abdominal injuries and emergency childbirth. Students will also study prehospital pediatrics.

Module 5 - 20 hours Theory and practice for vehicle extrication. Students will practice spinal immobilization and removal of the patient from a vehicle. Fire department volunteers will demonstrate the use of a Hurst Tool. Module includes a comprehensive review of subject taught in previous modules and skills practice.

Program Delivery

All lectures and skills are held on the ETS campus. The Emergency Department observation takes place in a hospital setting.

Paramedic Program

Clock Hours: 1234

Program Objectives

Goals: A paramedic is a healthcare provider trained in the emergency care of patients who suffer from sudden illness or injury. This course trains students to function as a paramedic in the prehospital environment under the direction of a physician.

Type of Instruction: The class consists of lecture, skills sessions, clinical internship and field internship. The training is described in more detail in the Program Schedule paragraph below.

Target Audience: The training is intended for working Emergency Medical Technicians. Applicants for the Paramedic Program must be currently certified as an EMT. Entry is determined by academic testing and on-campus interviews. Applications are available approximately 6 months before the program starts. Screening and selection takes place roughly 3 months before the first day of class. It is recommended that applicants have at least 6 months working experience as an EMT.

Academic Standards Required for Completion: Academic standards for the Paramedic Program are outlined in detail in the Paramedic Student Guidelines. This publication is distributed on the first day of class and is available to all potential students by request.

Credential Given for Successful Completion: Upon successful completion of all course components and the National Registry Exam, the student will be qualified to file materials for a state certification. Students will receive a certificate of completion from ETS.

Program Schedule

The ETS Paramedic Program can usually be completed in approximately 52 weeks and consists of 1234 hours. Training is divided into three categories: didactic (classroom), clinical internship and field internship. Didactic sessions meet three days a week for approximately 29 weeks. These are 8-hour daytime sessions. In clinical internships each student will be assigned a nurse preceptor, who will guide them through the practice of skills and techniques in a hospital setting. A typical clinical internship schedule will include 3, 8-hour shifts per week for 8 weeks. In field internships each student is assigned to a paramedic unit to act as an integral member of the mobile intensive care team.

Subject Listing

Module 1 Clock Hours: 147

Module one serves as the preparatory module for the Paramedic Program. Curriculum presented in module 1 is intended to provide a strong foundation for future topics. The student will be oriented to the requirements and content of the program. Learning strategies will be identified. Additionally, a framework outlining EMS systems, medical terminology, health and wellbeing, ethics and responsibilities, and legal aspects of paramedic practice will be presented. Module one will also provide education in anatomy and physiology of all body systems. This education will prove to be fundamental to all future modules of paramedic training. The methods of instruction include classroom lecture and skills laboratory.

Module 2 Clock Hours: 84

Module two emphasizes core knowledge essential to paramedic practice. In module two, students will be taught the essentials of medication administration including medication administration techniques. After completing module two, the student should have knowledge in the pathophysiology and treatment of cardiovascular emergencies, pathophysiology and treatment of respiratory emergencies, pathophysiology and treatment of nervous system disorders, and pathophysiology and treatment of environmental emergencies. Students will also receive education in toxicology, advanced airway procedures, EKG rhythm Interpretation. Additionally, a review of treatment protocols as applicable for all topics covered in module two. The methods of instruction include classroom lecture and skills laboratory.

Module 3 Clock Hours: 63

Module three continues to educate the paramedic student in core fundamentals essential for successful field practice. The core topics covered in this module include infectious diseases, abdominal emergencies, gynecological emergencies, introduction to Cardiac Arrest Management, chemical dependency/street drugs, SIDS, death and dying, grief support, weapons of Mass Destruction, and HIPPA right of patients. The student will also be oriented to the requirements and process of the clinical internship which will begin in module six. The paramedic student will complete a midterm examination that will be cumulative of all topics covered in modules one, two, and three. The methods of instruction include classroom lecture and skills laboratory.

Module 4

Clock Hours: 270

Module four contains the special course certifications required for the paramedic student. These certifications include Advanced Cardiac Life Support, Pediatric Advanced Life Support, Pediatric Education for Prehospital Professionals, and International Trauma Life Support. Supportive information for these specialty courses is also contained in module four. This material includes pediatric pharmacology, obstetrics, spinal immobilization, mass casualty incidents, incident command system applications, medical management of hazardous materials incidents, and EMS communication. The student will also be introduced to advanced patient assessment techniques and 12 lead ECG application and interpretation. A clinical research paper will also be assigned in module 4. Module 4 culminates in the cumulative final examination series for the didactic phase of the paramedic program. This includes a written examination, a skills examination, and an oral scenario examination. Methods of instruction include classroom lecture and skills laboratory.

Module 5

Clock Hours: 160

Student will observe and be integrated into the clinical setting of an acute care hospital Emergency Department under the direction of a designated RN Preceptor for a minimum of 160 hours. Students will perform assessments on actual patients under the direction of an RN Preceptor. Students will perform the following skills under the direction of an RN Preceptor: IM/SQ injections, IV therapy, IV push medications, advanced airway management, and cardioversion / defibrillation. Students may observe different clinical settings using objectives written in ETS Clinical Packet, not to exceed 40 hours: ICU/CCU, OR, OB, Pediatrics, Psychiatric, Jail, Geriatrics, and Respiratory Therapy. Students will identify 10 ALS contacts and provide documentation.

Module 6

Clock Hours: 480

Student will observe and be integrated into the Field setting of a Mobile Intensive Care Ambulance under the direction of a Paramedic Field Preceptor for a minimum of 480 hours. Students will perform assessments on actual patients under the direction of a Paramedic Field Preceptor. Students will perform the following skills under the direction of a Paramedic Field Preceptor: Patient Assessment, IM/SQ injections, IV therapy, IV push medications, advanced airway management, and cardioversion / defibrillation. Students will identify 40 ALS contacts and provide documentation.

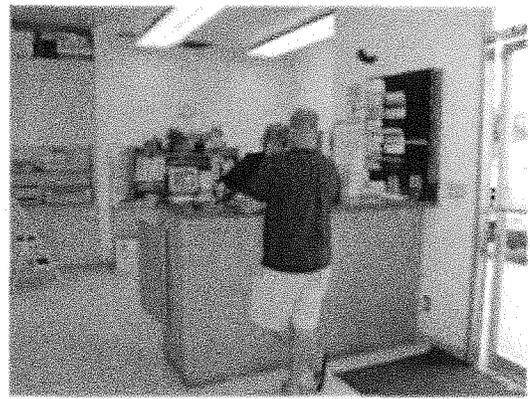
Module 7

Clock Hours: 30

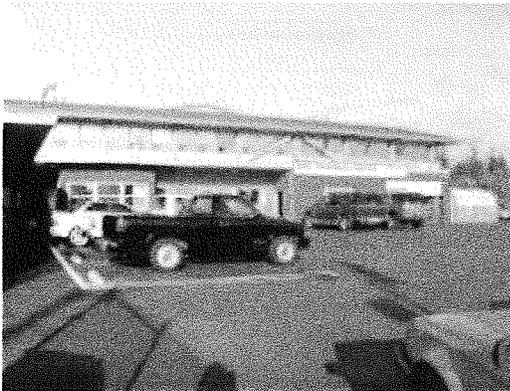
Module 7 consists of preparation for the National Registry Examination. Methods of instruction include classroom lecture and skills laboratory.



Front of the Building



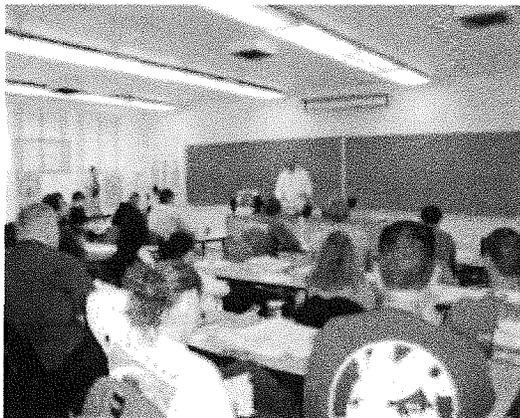
Reception Area



Student Parking Lot



Administration



Classroom 1



Skills Classroom

FACILITIES

The Emergency Training Services Inc., at 3050 Paul Sweet Road, Santa Cruz CA 95065, is a 3,500 square foot training center. All class sessions are held at this location. Classroom 1 is a medium sized multipurpose classroom that accommodates 30 students. Classroom 2 accommodates 25 students. The two classrooms are used for lecture as well as skills training. The building also contains two additional skills training rooms. During skill training the students are assigned to one of the four rooms.

E_{TS} has invested in a large array of equipment to train students in field skills. Some of the equipment includes Life Pak 5 and Zoll defibrillators, AED units, intubation manikins, IV simulation arms, cricothyrotomy simulators, OB manikins, defibrillation manikins, suction units, various splints, backboards and even professional theater make-up for trauma training.



Break Room/Skills Classroom



Classroom 2



Students practice drug administration and ventilation with Crisis Mankikin



Students practice spinal immobilization with c-collar and backboard



Using the Lifepak 10 defibrillator and patient simulator with crisis manikin



Practicing airway management with intubation kit and manikin



Practice with an IV arm



Paramedic Drug Box

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

Attendance: The Paramedic and EMT Programs are subject to attendance requirements as mandated by federal, state, and local regulations. Regular attendance is required of all students. Students may miss no more than two unexcused days of class (14 hours). A student who misses two unexcused days will be placed on academic probation; thereafter, an additional unexcused absence will provide grounds for dismissal. Students must notify the administration office in advance if they will not be present.

Grading: Subjective and objective written quizzes, as well as skill testing are conducted throughout each course to provide qualitative and quantitative data. Midterms also evaluate student progress. Final examinations are administered at the end of each course for classification purposes.

To maintain satisfactory progress students are expected to achieve a cumulative average score of 70% in our Emergency Medical Technician 1 program and 72% in our Paramedic program on all written quizzes and examinations.

Skill's evaluations are pass or fail. If a student fails any component of the skill examination, a primary instructor or teaching assistant reviews the failed skills with the student. The student is then allowed to retest.

Satisfactory Progress during paramedic externship is tracked by site visitors. Clinical and field internship coordinators provide students with an extensive review of clinical and field internship expectations. During review sessions students are provided with a binder containing all required administrative forms, including preceptor student evaluation forms. Students are required to turn in their completed evaluation forms to the internship coordinators every 120 hours.

Emergency Training Services, Inc. provides each paramedic student with a site visitor (mentor). Students are required to call their site visitors every forty hours and at any time they are experiencing difficulties. Site visitors meet with the student and their preceptor approximately mid way through the student's externship. The purpose of the meeting is to determine, first hand, how the student is progressing.

Emergency Medical Technician 1 student emergency department clinical externship is for eight (8) hours, as required, by the California Code of Regulation, Title 22, Division 9. EMT-1 students are required to complete a site observation form signed by the hospital supervisor on duty. The form is returned to the primary instructor and filed in the student's record along with academic grades.

Graduation Requirements/Maximum Time Frame:

Program	Normal Completion Time	Maximum Time Frame
Paramedic	1234 clock hours	1851 clock hours
EMT	120 clock hours	180 clock hours
EMT MWF	120 clock hours	180 clock hours

To graduate from the EMT Program students must pass the written final exam, skills exam and complete the 8-hour ER observation. Students must complete all components within one and one-half (1 1/2) times the duration of the program. The normal duration of the EMT program is 120 hours. The maximum time frame is 180 hours. If students exceed the maximum allowable program length, or do not progress at a satisfactory rate, they will be withdrawn.

To graduate from the Paramedic Program, each student must successfully complete and pass all of the following:

- A. All three phases of the Program: the Classroom/Didactic Phase, the Hospital/Clinical Phase, and the Field Internship Phase. Students must complete all three phases within one and one-half (1 1/2) times the duration of the program. The normal duration of the Paramedic program is 1234 hours. The maximum time frame is 1851 hours. If students exceed the maximum allowable program length, or do not progress at a satisfactory rate, they will be withdrawn.
- B. Training and certification in the following three Life Support areas:
 1. Advanced Cardiac Life Support ("ACLS") and Basic Cardiac Life Support (Health Care Provider), as prescribed by the American Heart Association.
 2. Pediatric Advanced Life Support ("PALS"), as prescribed by the American Heart Association.
 3. Basic Trauma Life Support ("BTLS"), as prescribed by the American College of Emergency Physicians.
 4. Training in Hazardous Materials First Responder - Awareness Level ("Haz Mat"), as prescribed by the Code of Federal Regulations § 1910.120 and NFPA § 471-2.

Course Withdrawals, Incomplete grades, Repeated courses:

Students who withdraw from the EMT program may re-enroll at the beginning of another semester. Students who are incomplete may make up missed modules within the maximum time frame. Students who repeat a course are not penalized for past performance. Paramedic students who withdraw are subject to the selection interview process if they choose to re-enroll. Paramedic students who are incomplete must finish course work within the maximum time frame.

Non-credit courses: Any additional non-credit courses a student may elect to take, will have no effect on satisfactory progress of the EMT or Paramedic Program. ETS does not offer remedial courses or issue non-punitive grades.

Reinstatement and the Loss of Financial Aid: The dismissed student who has lost financial aid as a result of not making satisfactory progress may re-enroll, paying the appropriate course fees. Returning Paramedic Program students are subject to the same selection/testing process required of new candidates.

Appeals Process: EMT students who do not meet standards of satisfactory progress and wish to appeal, will be counseled by their lead instructor and the EMS Education Director. Paramedic students follow a detailed appeals procedure that is outlined in the Paramedic Student Guidelines handbook and the Paramedic Student Guidelines listed in the next section of this catalog.

Probation: Paramedic students whose academic, clinical or field performance falls below expected levels shall be placed on probation. The intent of probation is to guide the student towards improvement in a fair and expeditious manner.

A. General Policy-Students whose academic, clinical or field performance falls below expected levels shall be placed on probation. The intent of probation is to guide the student towards improvement in a fair and expeditious manner. Probationary Status indicates that:

Plan for Improvement-A plan for improvement ("Plan"), setting forth Student Performance Objectives, will be developed by the responsible Program staff members.

Student Acknowledgment-The student being placed on probation must sign the Plan to acknowledge that he or she has reviewed, and will comply with, the terms of the Plan.

Dismissal-Dismissal from the Program shall occur if a student's performance does not improve within the time period set forth in the Plan.

B. Types of Probation

1. Academic Probation

a) Basis for Probation -The circumstances under which a student shall be placed on academic probation are addressed in detail in the above guidelines. To summarize, a student shall be placed on academic probation for the following reasons:

- (1) The student scores less than 80% on two quizzes;
- (2) The student scores less than 80% on a make-up quiz;

- (3) The student fails to pass a Specialty Class Module;
- (4) The student fails the Oral Board Examination;
- (5) The student scores less than 80% on any component of the Midterm Exam or Final Written and Skills Examination;
- (6) The student has two unexcused absences from class;
- (7) The student has been tardy more than three times throughout the entire Program;
- (8) The student fails to maintain the standards of professional conduct, demeanor and appearance reasonably expected within the paramedic community and industry;
- (9) The student does not accept critical feedback from Program instructors or staff, Program Internship Coordinators, teaching assistants, or Preceptors.

b) Notice of Probation-During the Classroom/Didactic Phase, a student will receive written notice that he or she has been placed on probation; this notice shall be delivered to the student in person by a Program staff member. The notice shall set forth the Plan and Student Performance Objectives, which explain (1) what the student must accomplish to be removed from probationary status, and (2) the time frame in which compliance must be accomplished.

2. Hospital/Clinical and Field Internship Probation

a) Basis for Probation - Many of the circumstances under which a student shall be placed on probation are addressed in detail in the above guidelines. To summarize, a student shall be placed on probation for reasons that include, but are not limited to, the following:

- (1) The student fails to demonstrate competency in the Hospital/Clinical placement or the Field Internship. If a student receives a substandard performance evaluation from a Preceptor during either the Hospital/Clinical placement or Field Internship, a Site Visitor will provide an evaluation of the student's performance. If the Site Visitor finds the student to be performing at a substandard level, the student shall be placed on probation. If a student thereafter fails to attain a satisfactory performance level, he or she shall be dismissed from the program.
- (2) The student fails to provide weekly California Paramedic Internship Daily Performance Records;
- (3) The student has one unexcused absence from a Hospital/Clinical placement or Field Internship shift;
- (4) The student is tardy more than three times throughout the entire Program;
- (5) The student fails to inform the Program Hospital/Clinical Internship Coordinator or Field Internship Coordinator that he or she has missed a Hospital/Clinical placement or Field Internship shift for any reason;
- (6) The student fails to contact the Program Hospital/Clinical Internship Coordinator or Field Internship Coordinator regarding the actual start date of his or her clinical placement or internship;

- (8) The student fails to maintain the standards of professional conduct, demeanor and appearance reasonably expected within the paramedic community and industry;
- (9) The student swears or uses unprofessional language in the presence of patients or the Preceptor;
- (10) The student does not accept critical feedback from Program instructors or staff, Program Internship Coordinators, teaching assistants, or Preceptors.
- (11) Student fails to complete all components within one and one-half (1 1/2) times the duration of the program. If students exceed the maximum allowable program length, or do not progress at a satisfactory rate, they will be withdrawn.

b) Notice of Probation-The student shall receive written notice of probation by personal delivery from his or her Site Visitor. In addition, the Site Visitor will assist the Program staff in developing a plan of improvement ("Plan"). The Plan shall include the following Student Performance Objectives to specifically guide the student in improving his or her performance: (1) a statement of the required student performance; and (2) a time table within which the student must accomplish or achieve the required performance. A copy of the Plan will be provided to the student, Preceptor, the respective Hospital/Clinical Internship Coordinator or Field Internship Coordinator, as well as the Program Director.

C. Compliance and Non-Compliance

1. Compliance-If a student on probation satisfies the Student Performance Objectives, the student will be taken off Probationary Status.

2. Non-Compliance - If the student does not satisfy the Student Performance Objectives, the Program will begin the dismissal process. In addition, the student's Hospital/Clinical placement or Field Internship will be immediately terminated.

Leave Of Absence

A leave of absence may be granted by the Paramedic Program Director to a student who demonstrates a compelling need for such a leave. A leave of absence will only be granted after successful completion of the didactic portion of the program. If a leave of absence is granted, it will be for no more than a period of three months, with the possibility to extend the leave for an additional three month period one time only. It is the responsibility of the student to notify the Paramedic Program Director of his or her intentions to resume activities in the program. If the student fails to resume activities at the end of the granted leave, the student shall be dismissed from the program. The Paramedic Program Faculty reserves the right to require remediation of the student at the end of the granted leave

PARAMEDIC PROGRAM POLICIES

Attendance: The Program is subject to attendance requirements as mandated by federal, state, and local regulations. Students may miss no more than two unexcused days of class (14 hours). A student who misses two unexcused days will be placed on academic probation; thereafter, an additional unexcused absence will provide grounds for dismissal.

Tardiness: Punctuality Required-Punctual professionalism is mandatory for all assigned sessions in the Classroom/Didactic, Hospital/Clinical and Field Internship Phases of the Program, including any required tutorial and remedial sessions. Students are required to be on time, and they are not allowed to leave the class early without prior authorization from the Program instructor. Students who are tardy more than three times throughout the Program shall be placed on probation and shall be dismissed if punctuality does not improve. All sessions must be attended in their entirety, including all specialty modules (i.e. BTLs, PALS, PEPP, ACLS, and Haz Mat training), regardless of previous attendance or certification.

Pre-Authorized Absences: For serious medical reasons or a compelling personal emergency: a student may obtain authorization for an absence prior to the scheduled session by contacting the appropriate Classroom/Didactic, Clinical/Hospital or Field Internship Coordinator, depending upon the current Phase in which the student is participating. Telephone and pager numbers for the respective Coordinators will be provided to all students at the beginning of each Phase in the Program. If a student is unable to reach the appropriate Coordinator, he or she must call the ETS Training Center Office at (831) 476-8813 and leave a message. A Pre-Authorized Absence will not count toward the total 14 hours that a student can miss before academic probation. However, the student shall make up excused absence time at the discretion of the Program Director or appropriate Coordinator. Note: Absences due to outside work schedules will not be excused. In addition, students may be required to provide a doctor's verification of illness.

Three Phases of the Program:

A. Classroom/Didactic Phase-The Classroom/Didactic Phase consists of 594 hours of class-room lectures and associated lab assignments. This Phase is divided into two major sections:

Didactic Section 1-During the first part of Classroom/Didactic training, class will meet three days a week. A weekly quiz will be scheduled on one day each week; class on quiz days will begin promptly at 8:00 a.m. The other class days will start promptly at 9:00 a.m., unless otherwise scheduled.

2. Didactic Section 2-During the second part of Didactic training, class will meet one or two days a week at 9:00 a.m. sharp. Many of the class dates will be part of a Specialty Class Module, i.e., ACLS, PALS, or BTLIS; these special module classes will begin promptly at 8:00 a.m., unless otherwise scheduled. Students will also begin the second Phase of the Program (the Hospital/Clinical Phase) during this section.

B. Hospital/Clinical Phase-The Hospital/Clinical Phase places the student in the hospital setting to apply to actual patients the concepts and skills acquired by the student during the Classroom/Didactic Phase. Students will be under the direct supervision of a nurse or physician and will be charged with primary patient care. More specific information may be found in the Hospital/Clinical Phase Student Guides, which will be given to students during the Hospital/Clinical Phase orientation, as noted on the course outline.

Securing Placement May Be Difficult-Securing a Hospital/Clinical placement can be very difficult. A limited number of assignments may exist at any given time. Students have the responsibility to make themselves available for any or all Hospital/Clinical Phase opportunities, including those outside the Monterey Bay area. Students must follow the recommendations of the Program Hospital/Clinical Internship Coordinator. Failure to follow such recommendations or instructions may result in delays in securing an internship. Immediate dismissal from the Program shall occur if a student fails to start and complete the Hospital/Clinical Internship as arranged and agreed upon with the Hospital/Clinical Internship Coordinator.

2. Experience-Each student must successfully complete a minimum of 160 hours of clinical experience in an approved emergency department and additional hours in selected clinical and specialized areas.

3. Clinical Reports-Each student is required to prepare ten (10) written ALS Patient Contact Reports ("Reports") during the Hospital/Clinical Phase.

4. Evaluations-Before a student is eligible to proceed to the next Phase of the Program (Field Internship), Preceptor and Clinical Coordinator evaluations must indicate the student's clinical competency. Failure to achieve clinical competency shall result in clinical probation.

5. Site Visitors-A Site Visitor will be assigned to each student during the Hospital/Clinical Phase and will be available to both the student and the Preceptor to assist in problem solving. A student must provide a current telephone number and address to both the Site Visitor and Preceptor during the entire Hospital/Clinical Phase; failure to communicate with or update the Site Visitor or Preceptor with current information shall lead to immediate dismissal.

C. Field Internship Phase-The Field Internship Phase is the most important element in the paramedic training process. The student is assigned to a paramedic unit as an active participant. Due to the critical nature of internships, many guidelines and requirements apply. More specific information may be found in the Field Internship Guides, which will be given to students during the Field Internship orientation, as noted on the course outline.

1. Securing Placement May Be Difficult-Securing an internship can be difficult at best. Students have a responsibility to make themselves available for any or all internship opportunities. Students must be willing to travel out of the area for placement, up to and including out-of-state placements. Students must follow the recommendations of the Program Field Internship Coordinator. Failure to follow such recommendations or instructions may result in delays in securing an internship. Failure by a student to take reasonable measures to secure an internship may be grounds for dismissal. Immediate dismissal from the Program shall occur if a student fails to start and complete the Field Internship as arranged and agreed upon with the Field Internship Coordinator.

2. Experience-Each student must successfully complete a minimum of 480 hours of field internship, with 40 Advanced Life Support patient contacts. This is the minimum requirement, however, and the actual duration of the Field Internship may be longer depending upon the performance of each student.

3. Daily Performance Records-Each student must submit California Paramedic Internship Daily Performance Records ("Records") to the Field Internship Coordinator on a weekly basis. Students who fail to provide the Records as required shall be placed on probation.

4. Evaluations-Before a student is eligible to complete the Program, Preceptor and Field Internship Coordinator evaluations must indicate the student's clinical competency and recommend the student for final candidacy. A student who fails to demonstrate competency at any time during the Field Internship shall be placed on probation.

5. Site Visitors-A Site Visitor will be assigned to each student during the Field Internship Phase and will be available to both the student and the Preceptor to assist in problem solving during the internship.

EXAMINATIONS-Periodic examinations will be given to monitor student progress. All examinations will be based on information previously presented in class. Sources for exam questions will be derived from reading assignments, lecture notes, handout information and skills session presentations. Students should expect all examinations to be comprehensive of all materials covered to date in class.

A. General Conduct-Students should leave all course materials outside of the classroom during all examinations, including quizzes. All desk and table tops must be cleared of everything except testing materials. Calculators or calipers may be utilized during examinations only with the permission of the instructor administering the exam.

B. Quizzes-A weekly written quiz will be given based on information presented in class. A student must score at least 80% on each of these quizzes. If a student scores less than 80% on a quiz, he or she will be allowed to retake that quiz; if the score on the makeup quiz is less than 80%, then the student shall be placed on academic probation. In addition, a student who scores less than 80% on two of the weekly quizzes, even if the make-up quizzes result in a higher score, will be placed on academic probation; if the student does not score at least 80% on each of the next three exams, he or she may be dismissed from the Program.

C. Skills Stations/Simulations-Students must achieve satisfactory evaluations in all components of skills exercises and simulations to remain in the Program.

D. Specialty Class Modules-Students must successfully pass all components of each Specialty Class Module presented during the Classroom/Didactic Phase in order to proceed to the second Phase (the Hospital/Clinical Phase). The competency standards for each module will be determined by (a) the American Heart Association for ACLS and PALS certifications, and (b) CAL ACEP for BTLS certifications. If a student does not pass a module, he or she shall be placed on probation and will have the opportunity to make up that module either through the Program or another site. If the student fails the make-up module, he or she shall be dismissed

Professional Conduct-Students are required to maintain the highest of educational and professional standards throughout the Program; failure to do so shall result in probation. At a minimum, students must comply with the following requirements:

- Show respect for all Program visitors, Program instructional staff, and Preceptors;
- Maintain a positive attitude throughout the Program;
- Refrain from swearing at all times throughout the Program;
- Adhere to the dress code for all Hospital/Clinical placements and Field Internships;
- Be on time for all classes and Hospital/Clinical or Field Internship shifts;
- Maintain a clean and professional appearance.

EVALUATION AND CRITERIA IMPLEMENTATION

The Program faculty shall be responsible for judging each student's performance and for ensuring that the Program rules and standards are applied fairly and uniformly. Training standards will be based on current Federal (DOT), California Code of Regulations Title 22 requirements, California Emergency Medical Services Authority, American heart Association, CAL ACEP, and the Santa Cruz County Paramedic Policies and Protocols. The standards for all specialty certification courses shall be strictly followed.

During the Hospital/Clinical and Field Internship Phases, a Preceptor will be assigned to evaluate each student's daily performance. The Preceptor is considered to be an Adjunct Instructor of the Program. The Preceptor must give a student satisfactory evaluations and commendations before that student can complete the respective Phase of paramedic training.

DISMISSAL PROCESS

A. Basis - Many of the circumstances under which a student shall be dismissed from the Program are addressed in detail in the above guidelines. To summarize, a student shall be dismissed from the Program for reasons that include, but are not limited to, the following:

1. The student is on probation and fails to satisfy Student Performance Objectives.
2. A student that fails two examinations or component of an examination will be dismissed from the program. One make-up will be granted for each failed examination. Failure of the make-up will result in dismissal. Examinations include: Midterm, ACLS, PEPP, PALS, BTLS, Final, and Exit Oral.
3. The student cheats or uses unfair advantage in taking any exam or quiz;
4. The student has knowledge that another student has cheated or used unfair advantage on an exam or quiz, and he or she fails to report this information;
5. The student refuses to sign the Plan of improvement or Student Performance Objectives after being placed on probation;
6. The student refuses to sign an acknowledgment form during counseling sessions with Program instructors or staff regarding problematic student behavior;
7. The student makes malicious, negative or derogatory statements about Preceptors or Program instructors;
8. The student fails to report medication errors;
9. The student fails to follow the protocols of the county agency, hospital, clinic, ambulatory service, or other entity related to the student's Hospital/Clinical placement or Field Internship;
10. The student fails to provide his or her Site Visitor and Preceptor with a current telephone number and address at which the student can be reached.

B. Procedure-Dismissal proceedings shall include the following steps:

1. Notification - The Program Director shall send the student written notice ("Notice") by U.S. Registered Mail; the Notice shall set forth the following: (a) the intent to dismiss the student from the Program; (b) the basis for the dismissal; (c) an explanation regarding the procedures for dismissal; and (d) the date that the student's dismissal will be effective if the student does not choose to have a review hearing. Upon receiving the Notice, the student must discontinue attending any component of ETS paramedic training in the Program.

2. Student Reply-Within ten (10) working days after the Notice has been delivered, the student must notify the Program Director in writing by U.S. Registered Mail if the student would like to have a Student Status Review Hearing. If the Program Director does not receive the required notice from the student, then the student shall be dismissed from the Program without a review hearing.

3. Student Status Review Hearing-At the student's option, a Status Review Hearing may be conducted by the Program to provide the student with a fair presentation and evaluation of the circumstances and evidence involved in the student's pending dismissal.

A) Decision Options—The panel will reach one of the following three decisions:

- (1) The student shall continue in the Program without probation; this may involve placing the student in another Hospital/Clinical placement or Field Internship;
- (2) The student shall continue in the Program with probation; this may involve placing the student in another Hospital/Clinical placement or Field Internship;
- (3) The student shall be dismissed from the Program.

b) Notification of Decision-Within five (5) working days of the Status Review Hearing, the student will be notified of the decision in writing by U.S. Registered Mail.

1. Dismissal-In the event that the hearing panel recommends the dismissal of the student, the dismissal becomes effective immediately. At the discretion of the hearing panel, various options may be presented to a student who has been dismissed, including, but not limited to, the following:

- a) The dismissed student may re-enroll in the next available Program course, paying the full course fees and attending the entire course.
- b) The dismissed student may re-enroll in one or more of the phases of paramedic training. The specific requirements will be determined by the hearing panel, and the student will have to pay the appropriate course fees.
- c) The dismissed student who has lost financial aid as a result of not making satisfactory progress may re-enroll, paying the appropriate course fees.

LICENSURE

After successful completion of an approved paramedic program, the paramedic candidate can register to take the National Registry exam. The candidate must pass the written and practical examinations. A candidate must also submit fingerprints for Department of Justice criminal history check. You may refer to the Paramedic Regulations, Chapter 4, Section 100173 for any criminal offenses that may preclude you from getting a paramedic license. The EMS Authority's Enforcement Unit may also be contacted at 916 322-4336. A Paramedic License Application must also be submitted to the State EMS Authority.

EMT PROGRAM POLICIES

EMT-1 is a certification course. According to the California Code of Regulations, Title 22, Division 9, Chapter 4, EMT-1 students must have a minimum of 120 class hours to be certified as an EMT.

1. Students are expected to attend all class sessions in order to complete the minimum hours.
2. Students are expected to attend sessions in their entirety. Students leaving early will not receive credit for the session.
3. Students are requested to make every attempt to attend on their scheduled night. If a conflict arises, they may attend on another night within that same week provided they have received permission from ETS.
4. Because all EMT-1 instructors are EMS providers, there may be times when they get called to an emergency before or during a scheduled class. If this occurs, ETS will attempt to contact the students prior to the beginning of class, and the class will be rescheduled.

Grading:

Four quizzes will be given throughout the semester.

All stations in the practical (skills) final must be passed.

EMT-1 written certification examination passing score is 70%.

Incomplete Policy:

Reasons for incomplete:

Missed sessions.

Missed weekend module.

Missed clinical observation.

Did not comply with clinical observation dress code and is dismissed from provider.

If a student receives an incomplete, they may make up a class session or weekend module. Students must attend make-up classes in the next session offered. Students must complete all components within one and one-half (1 1/2) times the duration of the program. If students exceed the maximum allowable program length, or do not progress at a satisfactory rate, they will be withdrawn. Students who lose financial aid funding due to unsatisfactory progress are responsible for paying the appropriate fees.

Certification:

Santa Cruz County Health Services Agency issues all EMT-1 certificates. Certification is accepted state wide in California. In order to become licensed, students must:

1. Complete all requirements of the EMT-1 course and pass final exam.
2. Pass National Registry Exam
3. Complete a Livescan (background check) that will be submitted electronically to the County EMS office.
4. Paid certification fees and provide appropriate documents to the Santa Cruz County Health Services Department.

Students should expect to receive certification from Santa Cruz County Health Services Department approximately 4-6 weeks after filing all documents. Documents must be filed and fees must be paid in person, by appointment. The phone number for the County EMS office is 831 454-4120. Please be advised that EMTs are required to complete a 24-hour EMT recertification class every two years. It is the student's responsibility to contact ETS or other local certifying authorities for EMT Refresher classes.

GRADING SCALE

A = 100-90, B = 89-80, C = 79-70, D = 69-60, F = Below 60.

Grading scale pertains to quizzes and tests.

STUDENT SERVICES

At ETS instructors function as academic advisors on an as-needed basis, dependent on individual student needs. Students may request a tutor. Request for the tutor and the tutor must be approved by the program director. Students requesting a tutor will be charged at an hourly rate for the tutor. The office of the registrar provides students with advisement regarding course selection and career planning.

Programs offered require proficiency in English, specifically technical medical terminology. TOEFL scores will be accepted as documentation of proficiency. ETS does not provide English-as-a-second language instruction. All course instruction will be done in English.

All facilities at the training center are handicap accessible. ETS does not provide dormitory facilities. ETS does not arrange student housing. Craigslist.org shows room rentals in the Santa Cruz area to start at \$600, studio apartments to start at \$800.

ETS maintains a book lending library on site. Check out is done on the honor system. Students may borrow any books that are available, we ask them to be returned in a timely fashion.

TUITION POLICY AND FEES

Tuition may be paid fully at the time of registration or by the Extended Payment Plan for the Paramedic Program. For information about the Extended Payment Plan ask our registrar. There is a processing fee for the extended payment plan.

Students are responsible for the payment of tuition. If the student gets a student loan, he or she is responsible for repaying the loan amount plus any interest, less the amount of any refund.

ETS has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

CANCELLATION AND REFUND POLICY

Student's Right to Cancel

You have the right to cancel this agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

If you choose to cancel this agreement, ETS Inc. will refund any money that you paid less allowed non-refundable fees and deduction for equipment not timely returned in good condition within 45 days after your notice of cancellation. Cancellation shall occur when you give written notice of cancellation using the ETS Inc. Refund Form at the address of the school shown on the top of the form. You can do this by registered mail, facsimile or hand delivery. The written notice of cancellation, if sent by mail, is effective when properly addressed with postage prepaid on the date of post mark. If the school has given you any equipment, including books or other materials, you shall return them to the school within 10 days following the date of your notice of cancellation. If you fail to return this equipment, including books, or other materials, in good condition within the 10 day period, the school may deduct its documented cost for the equipment from any refund that may be due to you. Once you pay for the equipment, it is yours to keep without further obligation.

Refunds

ETS follows refund guidelines set by the California Bureau for Private Postsecondary Education in accordance with 71750 (a) (1). You have the right to withdraw from a course of instruction at any time. If you withdraw from a course of instruction after the period allowed for cancellation of the agreement set forth above, ETS Inc. will issue a pro-rata refund if you have completed sixty (60) percent or less of the course or program. If you have completed more than sixty (60) percent of the course or program, you are not entitled to a refund. The amount of the refund owed equals the daily charge for the program (total institutional charge divided by the number of days in the program), multiplied by the number of days student attended, or was scheduled to attend prior to withdrawal. Refund formula: $\text{Refund} = \frac{\text{Days paid not received}}{\text{Days paid}} = \% \text{ owed} \times \text{amount paid for tuition}$. You will also receive a refund for any equipment paid for as a separate charge if that equipment is returned within 10 days of the date of your withdrawal and in good condition. If you fail to return equipment for which you have not paid, or if you do not return equipment in good condition, allowing for reasonable wear and tear, within 10 days after the date of your withdrawal, ETS Inc. may offset the cost of that equipment against any refund. If the cost of unreturned equipment exceeds the amount of any refund of fees owed after withdrawal, you will be liable for the cost of equipment that exceeds any amount owed to you by ETS Inc. You will never be charged more than the equipment charges stated in the contract. A list for equipment charges is included in Section B of the training agreement.

STUDENT TUITION RECOVERY FUND

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
4. There was a decline in the quality of the course of instruction within 30 days before the school closed or, if the decline began earlier than 30 days prior to closure, the period of decline determined by the bureau.
5. An inability to collect on a judgment against the institution for a violation of the Act.

TUITION BREAKDOWN

Paramedic tuition breakdown:

Tuition - \$7,500
Textbooks - \$1,175
Clinical/Field Admin - \$500
Certification Fees - \$800
Uniforms - \$300
Clinical Internship Fee - \$450
Field Internship Fee - \$1,250
National Registry Skills Testing - \$300
Equipment Supplies - \$900
Insurance - \$290
STRF - \$35

EMT tuition breakdown:

Tuition - \$835
Textbook - \$85.28
Student Binder - \$29.72
Supplies - \$47.50
Background Check - \$50
STRF - \$2.50

The Paramedic Program is a year long program. The course fee is \$13,600. Full payment may be paid at the beginning of the first semester. Total charges would be \$13,600. If a student is paying on a quarterly payment plan, \$11,200 would be paid during the first semester and \$2500 would be paid in the second. Total charges would be \$13,700. If a student is paying on a monthly payment plan, \$9,800 would be paid during the first semester and \$3,900 would be paid during the second. Total charges would be \$13,700.

The EMT Program is a semester long program. The course fee is \$950. Full payment is due at enrollment. Total charges per semester and per program are \$950.

FINANCIAL AID

Qualified students may receive grants from California state programs such as "Career Works", and "Department of Rehabilitation." Veterans programs provide funds for qualified veterans. ETS does not participate in Title 4 financial aid programs.

EMPLOYMENT ASSISTANCE

ETS provides students with industry contacts, current job listings and advisement regarding employment opportunities. ETS does not guarantee employment.

NONDISCRIMINATION CLAUSE

Emergency Training Services does not discriminate on the basis of ethnic group identification, national origin, religion, age, sex race, color, physical or mental disability, or sexual orientation in any of its policies, procedures, or practices. This nondiscrimination policy covers admission and access to, treatment and employment in, the school's programs and activities. Inquiries regarding federal laws and regulations concerning nondiscrimination in education or the school's compliance with those provisions: Office for Civil Rights, Region IX, U.S. Department of Education, Old Federal Building, 50 United Nations Plaza, Room 239, San Francisco, CA 94102.

RULES AND REGULATIONS

Rules and regulations appear in the student guidelines handbook that is distributed in the EMT Program and Paramedic Program Student Manuals. Rules and regulations can be found starting on page one, section one of each manual.

ADVANCED PLACEMENT

ETS recognizes and evaluates all prior course work done at other institutions accredited by an agency recognized by the United States Department of Education or the Council for Higher Education Accreditation for advanced placement. ETS may require official transcripts to verify completion. ETS recognizes and evaluates experiential learning for advanced placement. ETS has not entered into an articulation or transfer agreement with any college or university.

TRANSFER OF CREDIT

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION.

The transferability of credits a student earns at ETS is at the complete discretion of an institution to which the student may seek to transfer. Acceptance of the certificate a student earns in EMT or Paramedic is also at the complete discretion of the institution to which the student may seek to transfer. If the certificate a student earns at this institution is not accepted at the institution the student seeks to transfer to, the student may be required to repeat some or all of the coursework at that institution. For this reason all students should make certain that their attendance at this institution will meet their educational goals. This may include contacting an institution to which the student may seek to transfer after attending ETS to determine if the certificate will transfer.

RETENTION OF RECORDS

ETS adheres to the policies stated in Section 71810(b)(15) of the California Code of Regulations for Private Postsecondary Education.

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 2535 Capitol Oaks Drive, Ste 400, Sacramento, CA 95833, www.bppve.ca.gov, toll free telephone number 888 370-7589 or by fax 916 263-1897.

STUDENT COMPLAINT/GRIEVANCE PROCEDURE

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. A student may also file a grievance at the school by contacting the Program Director, Mike Thomas at 831 476-8813 or by email, mthomas@emergencytraining.com.

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.