



**SAN FRANCISCO PARAMEDIC ASSOCIATION**

**2013 EMT PROGRAM**

## Course Catalog

This catalog is to be distributed to each prospective student as part of their enrollment packet, or by request.

This catalog is to be reviewed and updated, in part or in whole, quarterly, each year. All previous versions shall be archived.

## **Mission Statement**

The San Francisco Paramedic Association's mission is to improve the delivery of emergency medical services in the Greater Bay Area through professional and public education.

## **Educational Objective**

The goal of the SFPA EMT Training Program is to prepare students to successfully complete the national examination process to become certified Emergency Medical Technicians in the State of California.

The SFPA is a private not-for-profit institution. As such, the institution reserves the right to refuse educational services as it deems necessary.

The SFPA has approval to operate through the Bureau for Private Postsecondary Education. This approval is granted based on compliance to state standards.

**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, Suite 400 Sacramento California, 95833 [www.bppe.ca.gov](http://www.bppe.ca.gov) 888-370-7589 916-263-1897 fax**

**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.**

**A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 1-888-370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site, [www.bppe.ca.gov](http://www.bppe.ca.gov)**

# Contact Information

## Staff and Contact Numbers

SFPA Main Number 415-543-1161  
SFPA (Fax) 415- 543-0415

Scott R. Snyder                      415-543-1161 ext. 308      [ssnyder@sfparamedics.org](mailto:ssnyder@sfparamedics.org)  
EMT Program Director

Don Lynne                              415-543-1161 ext. 304      [education@sfparamedics.org](mailto:education@sfparamedics.org)  
Administrative Clerk

## Faculty

Program Director Scott R. Snyder, NREMT-P, BS, has over 20 years of experience including field work as well as academia. He has served as author, co-author, editor and reviewer of numerous multi-media publications. He is also a sought-after speaker at National Conventions.

SFPA primary instructors are generally licensed paramedics or certified EMTs with extensive field experience. In many cases, these instructors are also certified as instructors in ACLS, PALS, PHTLS and other professional medical education courses. Other health care providers such as EMTs, nurses, physicians, and allied health professionals may occasionally teach in the program.

## Campus

Our classes are held at our SOMA location:



### **SAN FRANCISCO CAMPUS**

657 Mission Street, Ste 302  
San Francisco, CA 94105,  
Room 3B  
415-543-1161  
[www.sfparamedics.org](http://www.sfparamedics.org)

## Housing

Our class schedules are designed with working professionals in mind. Our schedules aim to accommodate the work schedules of most professionals while allowing them to attend classes in the evening and on weekends. Because of the brief schedule and nature of our EMT programs, housing is not available through the school. The SFPA is not responsible for finding housing for any student. Nearby housing options include apartment rental and hotels, however most of our students commute in from all parts of the Bay Area.

Apartments near the San Francisco campus can cost upwards of \$1,000 monthly at single occupancy.

# 2013 Schedule of Classes

## Winter Session

### San Francisco

January 5th through March 21st  
Meets Tuesdays and Thursdays from 6:30pm to 10pm,  
and Saturdays from 8:30am to 5pm.

## Spring Session

### San Francisco

March 30th through June 11th  
Meets Tuesdays and Thursdays from 6:30pm to 10pm,  
and Saturdays from 8:30am to 5pm.

## Summer Session

### San Francisco

June 16th through August 30th  
Meets Monday - Thursday from 8:30am to 5pm.

## Summer Bootcamp

### San Francisco

June 6th through July 17th  
Meets Monday - Thursday from 8:30am to 5pm.

### San Francisco

July 18th through August 29th  
Meets Monday - Thursday from 8:30am to 5pm.

## Fall Session

### San Francisco

September 7th through November 21st  
Meets Tuesdays and Thursdays from 6:30pm to 10pm,  
and Saturdays from 8:30am to 5pm.

*No other classes currently scheduled for 2013. However, all dates are subject to change.*

# EMT Program

## ABOUT THE COURSE

The Emergency Medical Technician (EMT) Training Program will prepare you to provide emergency medical care to victims of accidents and sudden illness. You will develop skills in symptom recognition, emergency care procedures and techniques considered to be within the responsibilities of an EMT. Emergency Medical Technicians provide routine and emergency medical care with an ambulance service or fire department, as well as in hospitals and clinics. Becoming an EMT is the first step towards becoming a paramedic and/or firefighter. Our EMT program meets or exceeds the U.S. Department of Transportation's EMT National Standard Curriculum, and adheres to the California Code of Regulations, Title 22, Division 9, Chapter 2: Emergency Medical Technician regulations. Such regulations state that the program must be 110 hours, the SFPA exceeds that with a program of 150 hours. This may fluctuate slightly due to calendar limitations.

## ADMISSION REQUIREMENTS

- must be 18 years old with a valid form of photo identification by the end of the program.
- must have proof of high school completion, or concurrent enrollment. Please note that the SFPA or any of its satellite locations are unable to accept ability-to-benefit students.
- must have a current Healthcare Provider CPR certification, or equivalent
- must have official proof of vaccination for MMR, varicella, Hepatitis B, a negative TB test or chest x-ray, a current tetanus shot, a current flu shot, & a current whooping cough vaccine
- must pass an entrance exam on reading and math
- must be able to pay tuition at the time of registration

The SFPA does not issue credits nor units for their educational programs, therefore any credits a student may have earned at another institution will not be applicable. We have no arrangements nor agreements with any other institutions for transfer of credits nor students.

International students are encouraged to apply, with the understanding that the SFPA will not sponsor visas, guarantee employment, provide housing, transportation, nor provide any other services beyond the educational program standards guaranteed to all SFPA students. International students must have a valid U.S. Passport in order to register for the National Registry of Emergency Medical Technician's exam.

*Please note: classes are only conducted in English. Translation services are not available. Students must have a good command of the English language in order to succeed in the program. All students will complete an assessment of reading comprehension and math during orientation. This assessment will predict proficiency level and ability to succeed in the program. No other language proficiency exams are required.*

# Tuition and Financial Aid

## **SAMPLE ITEMIZATION & TOTAL TUITION FEES (2013 10 week sessions)**

Please note the Bootcamp pricing is different, this is a sample based on the 10 week program.

<b><u>TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT</u></b>	<b>\$ <u>438.00</u></b>
REGISTRATION FEE (NON-REFUNDABLE, DUE UPON ENROLLMENT)	\$ <u>245.00</u>
STRF ASSESSMENT NON-REFUNDABLE FEE (SEE PAGE 3 FOR INFO)	\$ <u>5.00</u>
EQUIPMENT FEE (INCLUDES TEXT, WORKBOOK, 2 UNIFORM SHIRTS, PENLIGHT, SHEARS, STETHOSCOPE, TESTING PACKET)	\$ <u>188.00</u>
<b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE*</u></b>	<b>\$ <u>1707.00</u></b>
2 <sup>ND</sup> INSTALLMENT due on 1 <sup>st</sup> day of class)*	\$ <u>634.50</u>
FINAL INSTALLMENT due at Midterm*	\$ <u>1072.50</u>
<b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE*</u></b>	<b>\$ <u>2,145.00</u></b>

### **San Francisco**

Full length sessions in Winter, Spring, Summer and Fall are priced at \$2,145.00.

This can be paid in three installments: \$438 is due at the time of enrollment, a second payment of \$634.50 is due before the first day of class for that term, and the balance \$1072.50 is due before the student takes the midterm exam.

Bootcamp session is priced at \$2,365. This can also be paid in three installments: a non refundable deposit of \$438 is due at the time of registration, a second payment of \$744.50 is due before the first day of class for that term, and the balance \$1,182.50 is due before the student takes the midterm exam.

**All students will be provided with two uniform shirts, a stethoscope, trauma shears, safety goggles, a penlight, a textbook, and a workbook with the price of their tuition.**

***Tuition rates are subject to change without notice***

### **Payment Information and Late Fees**

Payments shall be made at SFPA 657 Mission Street, Suite 302 San Francisco, CA 94105. Payments are due on or before the dates listed on your enrollment agreement before 4:30pm. Payments made after this time shall be considered late. The initial late fee is \$25.00. There is a daily late fee of \$5.00 of each day late, including weekends and holidays. If the student does not pay within 7 days, the student will be dropped from the program and assigned to collections. Students are responsible for all fees related to collection activities. SFPA will charge \$50.00 for all bounced check in addition to the student's banking fees.

## **Financial aid is not available through the SFPA at this time.**

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, & any remaining amount shall be paid to the student. The student is responsible to repay the loan plus interest in full, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money not paid from federal student financial aid program funds. If the student defaults on a government loan, both of the following may occur: the Federal or State government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan. The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

### **STUDENT'S RIGHT TO CANCEL**

You may cancel your contract for school, without any penalty or obligations up to and including the first day of instruction or the 7th day after enrollment, whichever is later, as described in the Notice of Cancellation (Found in the SFPA Student Handbook) that will be given to you prior to or during the first day of class. Read the Notice of Cancellation for an explanation of your cancellation rights and responsibilities. If you have lost your SFPA Student Handbook – Notice of Cancellation, ask the SFPA for a replacement copy.

After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a refund for the part of the course not taken, less the non-refundable deposit. Cancellation shall occur when the student provides a **written** notice of cancellation to the address of San Francisco Paramedic Association 657 Mission Street, Suite 302 San Francisco, CA 94105. This can be done by mail or hand delivery. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement. Each student will be given a Notice of Cancellation to use upon enrollment, or at the first class you attend to, but any written notice may be used. If the Enrollment Agreement is cancelled for a course of instruction prior to or on the first business day on which the student attended his/her first class (business day is a day on which a student is scheduled to attend a class session), or the 7th day after enrollment (whichever is later), the school without penalty or obligation shall refund 100 percent of the amount paid for institutional charges, less a registration fee not to exceed \$250.00 and a reasonable fee for any equipment used by the student. The SFPA will refund any money owed to the student within 45 days after it receives the student's written notice of cancellation.

### **PAYMENT OF REFUNDS**

Refunds are made within 45 days following the date upon which the student's withdrawal has been determined.

IF THE AMOUNT THAT THE STUDENT PAID IS MORE THAN THE AMOUNT THAT THE STUDENT OWES FOR THE TIME ATTENDED, THEN A REFUND WILL BE MADE WITHIN 45 DAYS OF THE DATE OF DETERMINATION OF WITHDRAWAL. IF THE AMOUNT THAT THE STUDENT OWES IS MORE THAN THE AMOUNT THAT THE STUDENT HAS ALREADY PAID, THEN THE STUDENT WILL BE RESPONSIBLE TO PAY IT.

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

- You notify the school of your withdrawal in writing.
- The School terminates your enrollment with a written notice.
- You fail to attend classes for a one-week period (or three consecutive class days).

Should the EMT Program be canceled the student will be provided with a full refund. All textbooks fees and related course materials are refundable, provided that they are in usable condition.

### **Withdrawing from a Course after the First (1st) Day of Class**

If a student withdraws from a course of instruction after the first business day following the first day of class, or the seventh day after enrollment (whichever is later), the institution shall remit a pro-rata refund of charges less an application fee or reasonable deposit of not more than \$250.00 up to 60% of the educational program within 45 days following the student's withdrawal. If more than 60% of the course duration has passed, there will be no refund given. If a separate charge for equipment is specified in the agreement, & the student actually obtains the equipment, & the student returns that equipment in good condition, allowing for reasonable wear & tear, within 45 days following the date of the student's withdrawal, the institution shall refund the charge for the equipment paid by the student. If the student fails to return that equipment in good condition, allowing for reasonable wear & tear, within 45 days following the date of the student's withdrawal, SFPA may offset against the refund calculated the documented cost to the institution of that equipment. The student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the refund amount calculated. Equipment cannot be returned if the equipment cannot be reused because of clearly recognized health and sanitary reasons & this fact is clearly and conspicuously disclosed in the agreement. If SFPA specifies in the agreement a separate charge for equipment, which the student has not begun at the time of the student's withdrawal, the institution shall refund the charge for the resident instruction paid by the student. Within 10 days of the day on which a refund is made, the institution shall notify the student in writing of the date on which the refund was made, the amount of the refund, the method of calculating the refund, and the name and address of the entity to which the refund was sent. Please see student fee schedule included with orientation documentation for more specific information.

### **California Student Tuition Recovery Fund**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. 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 either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies: 1. You are not a California resident, or are not enrolled in a residency program, or 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party. The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid 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 costs. 4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau. 5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

The SFPA has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has it 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.).

If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary Education at the address and telephone number printed on page 2 for information.

# Performance Standards

## Grading:

### Written exams

**You must score 80% or better on each test to complete the program.** You will be able to remediate tests or exams as necessary. Remediation will be in the form of:

- 1) a review session that identifies your weaknesses, and
- 2) a remediation test. Each remediation must occur within one (1) week of the original test. The remediation test or exam may or may not be presented in the same format as the original test. You are only allowed one remediation test per original exam and you must score 80% or better on the remediation exam. Failure to achieve an 80% or better will result in a failure and may result in immediate dismissal from the program. If less than 80% is achieved on any remediation examination and the student chooses to withdraw or is dismissed from the EMT Program, tuition will not be refunded.

### Clinical Rotations:

Each student must complete a minimum of 20 hours of clinical time outside of regular class hours, as outlined in the student handbook. Students must complete this requirement, and submit all required documentation before taking the final exam.

### Psychomotor Grading:

**You must successfully demonstrate each skill.** Successful demonstration of a skill includes performing the skill in a method consistent with acceptable practice and avoiding any critical error as indicated on the skill sheet/ evaluation form. If you fail to attain a passing grade on a given skill, you will be scheduled for re-evaluation. If, after one re-evaluation, you fail to attain a passing grade, you may be dismissed from the program.

A logbook is used to track all skills. In addition to signatures from your peers, at least two program instructors must observe and document competency in each skill. If your logbook is not completed by the due date, you will not be allowed to sit for the final exam.

### Affective (Behavior) Grading:

**You must achieve competency in all affective behaviors listed on the evaluation tool throughout the program.**

Affective rating will occur no less than two times during the program. Failure to achieve a competent rating may result in termination from the program.

*Learning Disabilities: SFPA will allow extra time for written examinations for individuals with written documentation of a learning disability from a competent Learning Disability authority. However, there are no allowances for physical disabilities during examinations. The student must perform the skill as a reasonable, competent EMT would.*

## Attendance

This is a very intensive program, with large amounts of information and practice scheduled for each and every class session. **You are allowed only 2 absences.** More than two absences may result in being dismissed from the program. The Summer Bootcamp class allows for only **ONE** absence. You are responsible for any exams, practical work or homework that was to be completed for the missed class. All make-up exams must be taken within one week of the absence. **You may NOT miss the skills midterm or skill final exam and still successfully complete the program.**

If you **fail to attend the first day of class** without making prior arrangements, you will be dropped from the program. Your non-refundable deposit will not be returned to you in this case, however you may be entitled to a partial refund of any additional tuition paid to date. Please see complete refund policy for details.

### Tardiness

If you arrive to the start of class or return from a break late, it will be recorded as such. If you know that you will be late to class, you must notify your instructor by phone no less than 30 minutes prior to the start of class. Consideration will be given to extremes in weather, traffic conditions, or other unforeseen events, and the instructor may elect to excuse lateness in certain circumstances after the cause has been considered and verified. *Normal city traffic or problems with parking are not an excuse to be late! Plan your commute accordingly!*

Being tardy three times will be recorded as one absence. Leaving a class early without prior permission from the instructor will also be recorded as an absence. You may not miss, be late to, or leave early from ANY clinical observation sessions; each infraction will count as one absence.

## Successful Completion Criteria

Upon successful completion of this program, you will NOT be an Emergency Medical Technician. You will be eligible for the EMT certification process as provided by your local EMS Agency. Successful course completion includes all of the following:

- Attend all sessions of the program, or makeup hours as necessary.
- Complete all assigned homework.
- Achieve a score of 80% or better on each weekly exam.
- Achieve a score of 80% or better on the Midterm and Final exams.
- Successfully complete all skill exams.
- Achieve competency in all affective behaviors.
- Complete all required clinical observation time.
- Complete a program evaluation.

**You will be issued a course completion certificate, no later than two weeks after completing all of the above, which will permit you to sit for the National Registry examination for EMT ([www.nremt.org](http://www.nremt.org)).** Student records will be kept onsite for five years, both electronically and physically. **Should any appropriate entity inquire as to the history or performance of the student, they shall have access to those records.**

Please note that to become an EMT in the State of California, you will need to successfully complete an EMT training program, then you must pass the National Registry written examination and apply for certification at a local EMS agency. Further, you may be asked to provide additional requirements such as fees, a background check, a medical exam, or an ambulance drivers license. Please visit the website of the local agency for more information.

# Policies

*Information about SFPA is published in a SFPA Student Handbook that contains a detailed description of certain policies, rules, procedures, and other information about the school. SFPA reserves the right to change any provision of the Student Handbook at any time. Notice of changes will be communicated in a revised Student Handbook, an addendum or supplement to the Student Handbook, or other written format. Students are expected to read and be familiar with the information contained in the SFPA Student Handbook, in any revisions, supplements and addenda to the Student Handbook, and with all school policies. By enrolling in SFPA the Student agrees to abide by the terms stated in the SFPA Student Handbook and all school policies.*

## **Elimination of Classes**

SFPA reserves the right to cancel or postpone a scheduled class start when the number of students scheduled to start the program is not sufficient as determined by SFPA. If the student does not choose to change to a different start date, the student will be eligible for a full refund.

## **Termination**

SFPA reserves the right to terminate a Student's enrollment for failure to maintain satisfactory academic progress, failure to pay tuition or fees by applicable deadlines, disruptive behavior, posing a danger to the health or welfare of students or other members of the SFPA community, or failure to abide by SFPA policies and procedures. SFPA can discontinue a student's enrollment status, not issue grades, and deny requests for transcripts should a student not meet all of his/her financial and institutional obligations.

## **Leave of Absence**

Because of the nature of the EMT program, no leave of absence is permitted. A student must complete the course in the same term in which he or she is initially enrolled. Should an emergency arise, a student may choose to start the program from the beginning in another term. The student may, pending proper documentation, have his or her paid tuition re-applied to another term. Please refer to the attendance policy for more information.

## **Employment**

SFPA does not provide for post-graduation job placement, nor can they guarantee employment following graduation from the SFPA EMT Program.

## **Acknowledgement of Risk – Release of Liability**

Universal precautions are to be, and will be used in conjunction with appropriate standards. Gloves will be used with all practice or actual patient care related procedures. Students may be injured as a direct result of participation with the EMT training program. Further, students must understand that they may practice other procedures on fellow students related to my course of training that may lead to injury or death. Each student will be given a release of liability along with their enrollment agreement upon course registration.

## **Smoking**

Smoking and chewing tobacco are strictly prohibited inside the building.

## **Chemical Substance Use**

The possession, use, and/or being under the influence of alcohol or illegal substances is strictly forbidden. If you are suspected of being under the influence of these substances while in uniform or engaged in program activities, you will be immediately suspended from the program pending an investigation. Depending upon the outcome of the investigation, you may be dismissed from the program.

## **Discrimination**

It is the policy of the SFPA to provide equal opportunity for training and education regardless of race, gender, sexual orientation, religion, age or ethnicity.

**Cell Phone Policy**

Please keep cell phones on vibrate or silent modes at all times during class and clinical observations. Calls should be made or answered only during urgent circumstances. This includes text messaging and other forms of communication. Please advise the instructor beforehand of any circumstances that may require you to use your phone during class hours.

**Classroom/ Building Maintenance**

Students are expected to help clean the classrooms and common areas of the building at the end of each class. No student is allowed to leave until the instructor inspects the classroom and gives the class permission to leave.

**Patient Confidentiality**

During your clinical observation sessions you will encounter actual patients. It is the expectation that you will maintain the utmost confidentiality regarding the patients that you encounter during these sessions. It is acceptable and appropriate to discuss patient encounters during class time and only for educational purposes. These discussions should involve generalizations only and you may not document or verbally share any information that could identify a patient. It is inappropriate to make contact with any patient following your clinical observation sessions.

**Probation and Dismissal**

We do not allow academic probation, as such. Our academic policy states that a student must pass each assignment with 80% or better, or he/she is immediately terminated from the program. Students who fail any assignment are given the opportunity to remediate that assignment and are given one (1) retesting opportunity. Failure to achieve the minimum grade (80%) on the retest will then result in course dismissal with no refund given, per the refund policy. A student who has failed and been dismissed for failure to meet minimum academic standards, may re-apply for a future term.

Students are informed before enrollment of the financial, academic, and other policies to which they are to adhere. Violating any of these rules or policies can result in immediate termination depending on the nature and details of the offense. Some offenses (such as theft, altercation with another student, disrupting class, dangerous behavior, cheating, etc) may require an investigation process; a student may be removed from class pending the results of the investigation. If the student is deemed ineligible to return to class, but IS eligible to return to the program, he or she may be moved to a future term with paid tuition reassigned to that term. If a student is deemed unfit to continue in the *program*, he or she will not receive a refund pursuant to parameters of the refund policy.

# Resources, Facilities & Equipment

## **Facilities:**

Our campus in San Francisco has two large classrooms and can hold up to 40 students. Students will sit at communal tables for lectures, and use the floor and other apparatus for lab work. Classrooms are equipped with kitchens for student use, as well as nearby restrooms.

## **Equipment:**

Our campus has the most up-to-date training equipment available for a program of its kind. All training equipment mirrors that found in the field. From basic first-aid equipment and immobilization aides, to advanced heart monitoring machines, and state-of-the-art simulated patients, our students have the opportunity to learn their objectives on real, working equipment, just like they will after they graduate!

## **Library:**

We have a library full of the latest textbooks, workbooks and supplemental materials, videos, reference sources, visual aides and more. All materials are available for student use.

In addition to library materials, we also have a computer lab for students to use outside of class time, should they need to conduct research, or test preparation. Students are encouraged to use the library and computer lab during business hours, Monday through Friday, 9am to 4pm. They are also encouraged to use the classrooms and equipment on their own for study sessions, as time permits. Please note that the library is only available at the main campus in San Francisco.

## **Counseling:**

Due to the limited scope of course offerings at the SFPA, we do not have college counseling, a career center and the like. Staff members are willing and able to provide advice on an individual basis during the program, as well as throughout a student's career.

## **Childcare:**

We cannot offer childcare, and students are forbidden to bring children to class.

## **Clubs:**

We do not have extracurricular programs at the SFPA. There are no college type clubs, fraternities, nor athletic teams to join. Students are given a free one-year membership to the SFPA upon graduation.

## **Student Lounge:**

We do not have a student lounge at this time. There are nearby cafes and restaurants around the San Francisco campus.

## **Lost and Found:**

Lost and found items can be reported and claimed at the registration office in San Francisco, or by contacting the program administrator.

# Credit Transference

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at SFPA is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the course completion certificate you earn in EMT 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 are 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 SFPA to determine if your certificate will transfer.

Units you earn in our EMT Training Program in most cases will probably not be transferable to any other college or university. For example, if you entered our school as a freshman, you will still be a freshman if you enter another college or university at some time in the future even though you earned units here at our school. In addition, if you earn a degree, diploma, or certificate in our EMT Training Program, in most cases it will probably not serve as a basis for obtaining a higher-level degree at another college or university.

# Student Rights

## Student Complaint Procedure

All complaints initiated by students of the program must follow the appropriate chain of command and be submitted to the primary instructor whenever possible and appropriate. If for any reason the primary instructor is not available or appropriate, the EMT Program Director shall be next in the chain of command to handle all student complaints. Complaints shall be submitted in writing.

The Program Director has the right to interview any and all people within the scope of the investigation of the complaint. All interviews will be documented and if necessary a second staff member may be requested by either the Program Director or the student, to be present during these interviews. The Program Director has the right to review any and all documents related to the student complaint investigation. The finding will also be documented and included in the student complaint investigation file. Following a thorough investigation, the Program Director has the right to reject the complaint. The reason for the rejection will be documented and placed in the student complaint investigation file.

The Program Director may seek a compromise or resolve the complaint based on the evidence found during the investigation and if reasonable, provide a refund.

If the complaint is deemed valid, the Program Director will determine if other students were affected and will provide appropriate remedies to those students as appropriate.

The Program Director may make reasonable policies or procedures to avoid similar complaints in the future.

If a verbal complaint is received from a student to an SFPA staff member or instructor and has not been resolved in a reasonable amount of time and the student complains again, the SFPA staff or instructor will advise the student to put the complaint in writing.

If the student complains in writing, the SFPA Program Director will provide the student with a written response within 10 days of receipt of the complaint.

A record of the investigation will be placed in the student file along with any related documents. A student complaint log will be kept and all complaints will be entered.

If the complaint is deemed valid, involves a violation of the law, and is not resolved within 30 days after it was first made by the student, the Bureau of Private Postsecondary and Vocational Education will be notified, as will the accrediting association, San Francisco Emergency Medical Services Agency and if necessary the appropriate law enforcement authority will be notified of the complaint, investigation, resolution or lack of resolution.