



Professional Education and Resources Company (PERCOMOnline.Com)

EMT-INTERMEDIATE AND PARAMEDIC SESSION RULES AND POLICIES

Each student in the PERCOM EMT-Intermediate or Paramedic Program must attend Practice and Testing Sessions to complete the hands-on practice and testing components of the course. The cost of these Sessions is included in the PERCOM course tuition, unless otherwise arranged. Each Session has a designated Lead Instructor who is in charge of all aspects of the Session and has authority to select Ancillary Instructors to assist as necessary. This Instructor or the designated Ancillary Instructors have overall authority for the Session including the authority to initiate appropriate disciplinary action for students who breach this Policy Statement or any of the rules set forth in the PERCOM Student Handbook. Notification of such disciplinary action will be made to the Course Coordinator or Program Director for PERCOM as soon as is reasonably possible during or following the Practice or Testing Session.

The following rules and policies apply in addition to those already stated for any PERCOM initial training course in the PERCOM Student Handbook.

Students planning to attend or attending any PERCOM Practice or Testing Session WILL:

1. RSVP for the session by e-mail to the designated person stated in the RSVP Invite posted in the Course Announcements by the stated deadline date and time.
 - a. If this RSVP is not posted in the Announcements Page for the course, the student is still obligated to respond based on Calendar postings on the J&B course website.
 - b. The student will not be held responsible for non-RSVP by the deadline if the deadline is not posted on either the student Announcements page on the PERCOM website or in the Calendar on the J&B Course website.
 - c. RSVP's not received by the designated date and time for deadline will not be accepted. Students who do not submit the RSVP in time to meet the deadline must RSVP for another Session at the appropriate time and by that Session's deadline.
 - d. RSVP for a Practice or Testing Session will NOT be accepted by telephone, fax, or other route – only by e-mail to the designated PERCOM Instructor or Coordinator. RSVP will ALSO not be accepted in advance of one week prior to the deadline for the Practice or Testing Session. (Deadlines are typically on Friday, approximately three weeks before the Session.)
2. Acknowledge that once the RSVP is received, the student is locked into that Practice or Testing Session.
 - a. Notification of the Practice or Testing Session Lead Instructor is done soon after the deadline date and time. Once the Lead Instructor is notified, cancellations by the student

will result in a \$225 Re-Scheduling Fee that must be paid to PERCOM prior to being allowed to RSVP for another Practice or Testing Session. A “No-Show” is considered a cancellation.

- b. Waiver of the Practice or Testing Session Re-Scheduling Fee may be done on an individual case-by-case basis IF the student requests cancellation in writing and IF the student can produce verifiable evidence of a serious extenuating circumstance (serious illness or potential infectious illness that could be spread to other students of the Practice or Testing Session or to the instructors, hospitalization of the student or a member of his/her immediate family, death of the student or a member of his/her immediate family, etc.). Waiver requests will be considered by the Lead Instructor for the Practice or Testing Session, who will make the decision. All decisions are final and CANNOT be appealed. If the waiver request is denied, the student must pay the \$225 Re-Scheduling Fee prior to being allowed to RSVP for another session. Non-payment of the Fee within 2 weeks of the original Session for which the student RSVP'd or before providing an RSVP for another Practice or Testing Session may result in the student being dropped from the course.

- 3. Acknowledge that the student MUST be complete with all of the designated online didactic course including all reading of course presentations and the textbook (through Pharmacology for the Practice Sessions and ALL of the work for the Testing Session), have submitted all homework assignments and research exams for grading as listed above), have submitted all paperwork to the PERCOM office (including a current copy of a healthcare provider level CPR card or any equivalent approved for testing by the National Registry of EMT's and a copy of a current EMT-Basic certification and any other paperwork designated by the Course Coordinator on an individual basis for the purpose of granting experience credits), and have paid all course fees and tuition.

- a. Students must also have thoroughly studied ALL skills videos for ALL skills discussed/taught in the online course and printed off and memorized ALL skills sheets from the online course PRIOR to attending the Practice or Testing Session. These copies MUST be taken to the Practice or Testing Session site for use by the Lead Instructor during the testing process and completed skills sheets will be forwarded to the PERCOM office by the Lead Instructor of the Session after the Sessions' completion. Students who arrive at the Practice or Testing Session site without ALL copies of the skills sheets to be tested will be charged \$1 per page (cash) for copies at the site, payable to the designated Lead or Ancillary Instructor.
- b. **No Student will be allowed to remain at the site or participate in the Practice or Testing Session without all appropriate skills sheets or who have not watched the skills videos available to them either in the back of the course textbook or inside the online course.** Such students will be sent away at the beginning of the Session OR may be sent away after the Session has initiated if, in the Lead or Ancillary Instructors judgment, the student seems unprepared for the Session as evidenced by student verbalizations or performance during practice. (While students are not expected to perform perfectly during the practice session, it IS expected that students demonstrate adequate knowledge of the general mechanics of the skill and seem familiar with the

steps of the skills to be demonstrated.) **Students who are sent away as unprepared or for any other reason will be charged a \$225 rescheduling fee that must be paid as noted in 2a of this document.**

4. Register and pay for Clinical Program registration to their chosen or designated Clinical Program (if applicable).
 - a. Students **MUST** choose one of the available programs with whom PERCOM holds a Cooperative Agreement for this service. This registration and payment is typically due shortly after the student completes the **SECOND** Practice Session (or after the **ONLY** Practice Session if one is waived based on prior certifications and experience). Students must advise the PERCOM didactic course Lead Instructor which clinical program they choose when they RSVP for the Practice Session as discussed above. The didactic course Lead Instructor will notify the associated Clinical Program at the time of RSVP notifications and will give the Practice Session Lead Instructor contact information for the student (e-mail will be the primary source of contact between all concerned). All fees for Clinical Program tuition, fees, requirements, etc. are the sole responsibility of the student unless the student is marked “paid all inclusive” at the initial course registration and has paid the “all inclusive tuition” rate. PERCOM is not responsible for these fees or tuition payments or for any other portion of the Clinical Program or its requirements.

5. Act responsibly, professionally, and with respect during the Practice or Testing Session and with all fellow students, instructors, helpers, etc.
 - a. Attitude and overall behavior before, during and after the Practice or Testing Session must be cordial, cooperative, and professional. Students who exhibit negative, argumentative, confrontational, or disruptive behavior establish an adversarial behavior that will not be tolerated. As is stated in the PERCOM Student Handbook, all instructors, ancillary personnel, and fellow students must be treated with respect. If, in the Lead Instructor’s or Ancillary Instructor’s judgment, the student is creating disruption for the Practice or Testing Session that in his/her opinion cannot be tolerated, the student will be asked to leave the Session immediately. Verbal notification will be made by the Instructor to the Course Coordinator or Program Director with written documentation to follow.

 - b. A Review Committee will be formed regarding the incident consisting of the Course Coordinator, Program Director and Medical Director. This Committee will review all written and verbal statements regarding the incident and make a decision about the student’s status in the program. Students who are released from the Practice or Testing Session or barred from the Practice or Testing Session based on interaction prior to the session with the Lead Instructor, Skills Lead Instructor, Course Coordinator or Program Director may be dropped from the program without appeal. If, in the judgment of the Review Committee, the student is allowed to remain in the program, the student must pay a \$225 rescheduling fee as noted in **2a** prior to being allowed to attend another Practice or Testing Session as applicable. Students who are allowed to remain in the program and attend another Practice or Testing Session must abide by all rules or guidelines then set forth for that student by the Review Committee. Any breach of those rules or guidelines

set over and above the Rules and Policies of the PERCOM Student Handbook will cause the student to be immediately released from the course without completion and without appeal.

- c. Being on time is a professional attribute that will be strictly enforced by the Lead Instructor or Ancillary Instructor for the Practice or Testing Session. Students who are tardy to one or more days of the Session may be released from the Session by the Instructor and may not be allowed to complete that Session. Should this occur, it will be regarded as any other cancellation as if initiated by the student and will be subject to the Re-Scheduling fee as set forth in **2a and b** of this document.

6. Acknowledge that processing of the final paperwork and testing documentation from the Testing Session takes time.

- a. PERCOM will make every attempt to ensure that student's performance in the Testing Session is reviewed by the Course Coordinator in a timely manner. PERCOM has a signed agreement with each Testing Session Lead Instructor that assures that the written documentation of the Session and of each student's performance is forwarded to PERCOM after the Session in a timely manner. PERCOM's management will then make every attempt to process this paperwork as appropriate and provide any indicated feedback to the student as soon as is reasonably possible. However, students must understand that it takes time for the packets to get through the system (mailing, delivery, reviewing, etc.) While PERCOM strives to keep this time down to a minimum, the student must allow up to 15 business days for processing.
- b. **Course coordinators or Program Directors reserve the right to deny access to the clinical and field rotations portion of the course immediately following the student's Second Practice Session (or only Practice Session if applicable) based on student performance to ensure safety of all patients and clinical/field personnel.**

7. Acknowledge that each student MUST pass the Final Exam and all Skills Examinations as part of the primary course graduation requirements.

- a. Students must pass the course Final Exam with a minimum score as designated in the PERCOM Student Handbook. If the student does NOT pass the course Final Exam on the 1st attempt, then the student must make an appointment to retest at a PERCOM approved retest location. The student will be required to pay a Fee directly to the retest site/instructor (cash only) prior to being allowed to retake the test. While this fee is typically \$25, it may be higher and is set by the individual sites. Students are solely responsible for payment of such fees. PERCOM will not be responsible for fees incurred for re-testing services. However, once a student is referred to a site for re-testing, PERCOM MUST be notified regarding ALL re-testing arrangements so that coordination of such re-testing can occur.

1. Students who failed to successfully pass the Final Exam MAY choose to retest at an existing Practice or Testing Session site. To be eligible to do so, all other requirements must be complete and the student may request to attend that site for Final Exam retest only. If the Session Lead Instructor approves the request, the

student may attend the Final Exam portion of the Practice or Testing Session only. The student will be required to pay a \$25 Final Exam Retest Fee to PERCOM prior to the Session or he/she will not be allowed to attend the Session.

- b. Students must make the appropriate minimum score on all retests as is stated in the PERCOM Student Handbook to be allowed to pass the course. Students who fail the retest MAY be allowed to take a 2nd retest attempt upon request IF:
 1. The student supplies the request for a 3rd and final testing attempt in writing to the Course Coordinator (email is acceptable).
 2. The student must locate a certified EMS educator of his/her choice for tutoring services. The choice must be approved by the PERCOM Course Coordinator in advance of tutoring services to be rendered. Any fees charged by such tutor are the sole responsibility of the student. PERCOM will NOT pay for tutoring services.
 3. The student should give PERCOM written permission to share student information regarding Final Exam or other didactic or skills weaknesses to help the tutor establish an appropriate remediation plan for the student.
 4. The tutor must notify the PERCOM Course Coordinator when he/she has completed the remediation plan. The student will then be allowed to schedule for a 3rd examination at an approved site. All fees for re-testing will be incurred by the student as discussed in **7a** of this document.
 - c. If the student has passed Final Exam but fails one or more Skills or Scenario type examinations, same day retests MAY be allowed at the Testing Session site following on-site remediation IF the Lead Instructor or Ancillary Instructor deems appropriate. However, same date retests are NOT required nor is any Testing Session Lead Instructor or Ancillary Instructor OBLIGATED to provide same day retests.
 1. Tutoring services for skills failed during the Testing Session may also be procured by the student as stated above in **7b2**.
 2. Once the student feels he/she is ready to retest skills failed during the first Testing Session, he/she must pay a \$225 Re-scheduling Fee as is discussed in **2a** as for cancellations.
 3. The student WILL be exempt from re-testing Final Exam if he/she passed the Exam on the 1st attempt and is exempt from testing any skills other than the ones designated necessary for retest. If the student failed another Final Exam attempt, the \$25 Final Exam retesting fee will be waived if the \$225 Re-scheduling Fee was paid.
8. Treat all sites, equipment and supplies with due regard and use them only as is appropriate and will not cause damage or harm to any of the site, equipment or supplies provided for my use.

- a. Students will be held responsible for any damage to any sites, equipment or supplies utilized for training or testing that is over and above normal wear and tear during use. If the student causes damage or harm to anything at the site or to equipment or supplies intentionally or with malice or due to negligence from utilizing the site, equipment or supplies in a manner inconsistent with its intent and design for use, the student must pay for repairs to or replacement of said equipment prior to receiving a course completion certificate or being marked clear to test with the National Registry of EMT's.

By signing this document, I verify that I fully understand and agree to all of the above Rules and Policies governing Practice and Testing Sessions. I understand that breach of any of these Rules or Policies is subject to disciplinary action up to and including being dropped from the PERCOM initial training program in which I am enrolled. I agree that my signature establishes an irrevocable and binding contract between myself and PERCOM (including all its designated Coordinators, Lead Instructors, Ancillary Instructors, Sites and Retesting Sites).

Student Signature

Date

Student Printed Name