



ARIZONA ACADEMY OF EMERGENCY SERVICES

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Arizona Academy of Emergency Services

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Catalog

Emergency Medical Technician-Basic and Paramedic

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Effective Date

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About Arizona Academy of Emergency Services

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AAES is owned by S&S Training Acquisition. The officer of the school is Frank Swiger, CEO

AAES has been issued an Arizona Department of Health Services EMS Training Program Certificate for the Emergency Medical Technician-Basic and Paramedic programs.

Owners

Frank Swiger, CEO, Executive MBA

Administrators

4b

Derek DeTemple, Medical Director
Andrew Johnston, Executive Director

Faculty

Tanner Jones, BA, NREMT-P
Corey Usher, NREMT-P
Tyler Call, BA

Facility

AAES is located in Mesa, AZ and consists of 6,565 square feet, 3 classrooms, 2 skills lab rooms, and 5 administrative offices. AAES maintains in excess of the AZDHS minimum equipment list requirements:

EMT Program Minimum Equipment List:

<https://www.azdhs.gov/documents/preparedness/emergency-medical-services-trauma-system/training/training-program-reference-documents.pdf>

Paramedic Program Minimum Equipment List:

<https://www.azdhs.gov/documents/preparedness/emergency-medical-services-trauma-system/training/training-program-reference-documents.pdf>

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Programs Offered

6a

Emergency Medical Technician-Basic: 192 Clock Hours

Credential Granted: Certificate of Completion, Program Length: 12 weeks

6f

Occupational Objective: The Emergency Medical Technician-Basic (EMT-B) graduate should be able to obtain EMT-B certification by the National Registry of Emergency Medical Technicians (NREMT) and Arizona Department of Health Services (AZDHS) and acquire an entry-level position in the EMS field as an EMT-B.

The EMT-B program is offered in two schedules:

- An evening schedule, in which a cohort meets two weeknights per week from 6pm – 10pm and Saturdays from 9am – 5pm.
- A day schedule, in which a cohort meets two days per week from 9am-5pm.

6a

Required Courses

EMT104	Emergency Medical Technician-Basic	192 clock hours
Total		192 clock hours

6a **Paramedic: 1,112 Clock Hours**
 Credential Granted: Certificate of Completion, Program Length: 13 months

6f Occupational Objective: The Paramedic graduate should be able to obtain Paramedic certification by the National Registry of Emergency Medical Technicians (NREMT) and Arizona Department of Health Services (AZDHS) and acquire an entry-level position in the EMS field as a Paramedic.

The Paramedic program is offered in the following schedule:

- A 13-month schedule, where a cohort meets once a week from 9am-5pm with every fourth week including a second day from 9am-5pm.
 - The weekly meeting day is Monday, Wednesday, or Thursday, depending on the cohort start date.
 - In addition, approximately every four weeks, class will meet for full sessions on both Monday and Tuesday, or Wednesday and Thursday, or Thursday and Friday, depending on the cohort start date.

6a **Paramedic Required Courses**

EMS200	Introduction to Paramedicine	128 clock hours
EMS250	Cardiology and Medical Emergencies	136 clock hours
EMS275	ALS Practicum: Phase 1*	120 clock hours
EMS300	Pediatrics and Trauma Emergencies	144 clock hours
EMS325	ALS Practicum: Phase 2	240 clock hours
EMS350	Summation to Paramedicine	104 clock hours
EMS375	ALS Practicum: Internship	240 clock hours
Total		1112 clock hours

*Students must pass a 12 panel drug screen to be cleared for practicum courses.

Course Descriptions

EMT104 - Emergency Medical Technician – Basic

Lecture Hours: 144, Lab Hours: 44, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 0

Techniques of emergency medical care in accordance with national and state curriculum. Study of the human body, patient assessment, treatment of medically or traumatically compromised patients, special hazards, and medical operations. IV monitoring, Sudden Infant Death Syndrome (SIDS), patient-assisted medication administration, automated external defibrillators, and blood-glucose monitoring.

Prerequisites: Admission to the EMT-B program.

EMS200 – Introduction to Paramedicine

Lecture Hours: 128, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 0

Introduction to Paramedicine is designed to give students a brief look into the responsibilities of being a safe, professional, and intelligent paramedic. The course covers such topics as safety in the workplace,

medical/legal issues, anatomy & physiology, communications, documentation and more. Also included in this section are medication administration and airway management skills.

Pre-requisites: Admission to Paramedic program.

EMS250 – Cardiology and Medical Emergencies

Lecture Hours: 136, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 0

The Cardiology section covers electrocardiogram (ECG) principles, ECG rhythm identification, 12-lead ECG interpretation, pharmacological interventions to cardiac emergencies, and introduction to material prepping students for the American Heart Association Advanced Cardiovascular Life Support course.

The Medical Emergencies section is designed to expose students to the array of different acute and chronic medical illnesses that healthcare providers encounter. Each body system covered reviews anatomy, physiology, pathophysiology, disease profiles, and Prehospital treatment options. Early definitive care a patient would receive at the hospital is discussed as well.

Pre-requisites: EMS200

EMS275 – ALS Practicum: Phase 1

Lecture Hours: 0, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 120, Vehicular Hours: 0

The ALS Practicum: Phase I course entails students completing 10 twelve hour clinical shifts in an adult Emergency Department and hospitals around Maricopa County and Pinal County.

Students must pass a 12 panel drug screen to be cleared to take this course. Each student must pay their drug screen fee of \$45 to the third-party screening company at the time of the screening. Students who do not pass the drug screen will be dismissed from the program.

Pre-requisites: OCO100, EMS200, passing the 12 panel drug screen.

Co-requisites: EMS250

EMS300 – Pediatrics and Trauma Emergencies

Lecture Hours: 144, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 0

The Pediatrics section is designed to cover medical and trauma considerations specific with obstetrics/gynecological patients, pediatric patients, and chronic patients with special considerations. Students complete a pediatric skills lab which covers special considerations with pediatric intravenous access, intraosseus access, and more.

The Trauma Emergencies section covers specific traumatic injuries that may be encountered, life threatening concerns associated with those injuries, and treatment options available to paramedics. Students are taught the importance of rapid assessment and transport of critically injured patients.

Pre-requisites: EMS250, EMS275

Co-requisites: EMS325

EMS325 – ALS Practicum: Phase 2

Lecture Hours: 0, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 120, Vehicular Hours: 120

During the ALS Practicum: Phase 2 students complete 120 hours in specialty clinical settings including the operating room (OR), trauma room, pediatric emergency department, burn center, poison control center, labor and delivery department, and others. Students also complete 120 hours riding with local fire departments, rescue agencies, private ambulance companies. Students receive maximum exposure to departments around the Phoenix metro area.

Pre-requisites: EMS275

Co-requisites: EMS250, EMS300

EMS350 – Summation to Paramedicine

Lecture Hours: 104, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 0

The Summation section covers technical knowledge relating to HAZMAT awareness, Incident Command System (ICS), technical rescue, and more. During the EMS Operations course, students attend a mock Mass Casualty Incident reviewing the triage process, incident command structure and communications.

The Summation section also focuses on reviewing information from the entire program and preparing the student to take the National Registry of Emergency Medical Technicians (NREMT) Psychomotor Exam and Computer Adaptive Test to obtain NREMT certification as a Paramedic.

EMS375 – ALS Practicum: Internship

Lecture Hours: 0, Lab Hours: 0, Independent Study Hours: 0, Clinical Hours: 0, Vehicular Hours: 240

Students complete 240 hours with to a single fire department or rescue agency. This is designed for students to mimic being an entry level paramedic as part of an Emergency Medical Services (EMS) crew. Students work on improving their patient assessment and skills ability.

Pre-requisites: EMS325

Co-requisites: EMS350

Admission Requirements

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The school does not discriminate based on race, sex, religion, ethnic origin, or disability.

All EMT-B and Paramedic Program Applicants Must:

1. Be at least 18 years of age.
2. Proof of Reading Comprehension at the 9th grade level or higher
 - o Students must pass the AAES Reading Comprehension Assessment with a score of 75% or higher
3. Complete an Enrollment Agreement.
4. Pay Registration Fee of \$150 for EMT-B and \$200 for Paramedic.
5. Demonstrate and/or attest to their ability to perform the following:
 - o Communicate verbally.
 - o Lift, carry, and balance 100 lbs independently.
 - o Bend, squat and crawl on even and uneven terrain.

In Addition, Paramedic Program Applicants Must:

6. Provide copy of current health insurance card.
7. Provide the following medical-related documents:
 - o Negative TB test or chest x-ray with a negative result within 12 months of the application.
 - o Immunity to rubella (German measles) determined as follows:
 - Persons born before January 1, 1942 are considered immune to rubella. Persons born on or after January 1, 1942 are considered immune to rubella if the person has a documented record of having received 1 dose of live rubella vaccine since June 1, 1969, on or after their first birthday, or the person has documented laboratory confirmation of immunity to rubella. Physician diagnosis is not acceptable.
 - o Immunity to rubella (measles) determined as follows:
 - Persons born before January 1, 1957 are considered immune to rubella and mumps. Persons born on or after January 1, 1957 are considered immune to rubella if the person has a documented record of having received 2 doses of live measles vaccine since January 1, 1968, on or after their first birthday, or the person has documented laboratory confirmation of immunity to rubella. Physician diagnosis is not acceptable.
 - o Immunity to varicella (chicken pox). Provide a titer or copy of medical record.
 - o Tetanus/Diphtheria shot (within last 10 years).
 - o Hepatitis B immunity (requires a titer) or evidence that you have declined the vaccination series. (Hepatitis B waiver form available.)
 - o Seasonal influenza vaccine or signed declination due to medical contraindication or religious objection.
8. Submit a signed Acknowledgement of Pre-Practicum Drug Screen form.
 - o Acknowledgement form explains that students must complete and pass a drug screen arranged by AAES prior to practicum course hours, that if they do not pass the screen they will be dismissed from their program, and that the \$45 fee must be paid by the student at the time of the drug screen.
9. Provide copy of current fingerprint clearance card.
10. Be certified in Arizona as an EMT-Basic or EMT-Intermediate.
 - o Provide current AZ EMT Basic or EMT Intermediate Card.

Commented [AJ1]: F/U with Crunk about EMT requirement for TB test?

6c

Cost of Programs

EMT-B

Tuition & fees due to AAES:

Total tuition for program*	\$1,400
Registration Fee	\$150 (nonrefundable)
Supply Fee**	\$324.14
Total tuition & fees due to AAES	\$1,874.15

*CPR certification fees.

**Supply fee includes one uniform shirt, all required textbooks, pocket mask, stethoscope, BP cuff, trauma shears, pen light.

Additional costs which may be incurred by the student, not payable to AAES (subject to change):

Wristwatch	\$10 (estimate)
Uniform items	\$100 (estimate)

NREMT Psychomotor Skills Exam	\$150 (payable to AAES at the end of the program)
NREMT Computer Adaptive Test	\$80 (payable to NREMT at the end of the program)
Total additional costs	\$340 (estimated)

Paramedic

Tuition & fees due to AAES:

Total tuition for program	\$7,000
Registration Fee	\$200 (nonrefundable)
Technology Fee	\$150
Supply Fee*	\$1,188.55
Total tuition & fees due to AAES	\$8,538.55

*Supply fee includes one uniform shirt, all required textbooks, practicum binder, program information binder, and patient assessment logbook.

Additional costs which may be incurred by the student, not payable to AAES (subject to change):

Uniform items	\$100(estimate)
Medical supplies	\$65 (estimate)
Online Clinical Orientation	\$35 (payable to third party company before start of practicum)
12 Panel Drug Screen	\$45 (payable to third party company before start of practicum)
NREMT Psychomotor Exam	\$300 (payable to NREMT at the end of the program)
NREMT Computer Adaptive Test	\$125 (payable to NREMT at the end of the program)
Total Additional Costs	\$735 (estimated)

There is no additional cost for make-up hours for any program.

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Requirements for Graduates to Practice

Arizona Department of Health Services (AZDHS) Certification is required to work as an EMT-B or Paramedic in Arizona. National Registry of Emergency Medical Technicians (NREMT) certification is required for AZDHS certification. State certification is not part of the AAES training programs, and AAES is not a certifying agency. However, successful completion of the AAES EMT-B or Paramedic program qualifies a student to apply for certification by NREMT and AZDHS.

Instructors will assist students in applying for NREMT/AZDHS registration. The process is outlined below.

To apply for EMT/Paramedic certification with NREMT:

1. Successfully complete AAES EMT/Paramedic program.
2. Provide a copy of current CPR-BLS for Healthcare Providers card. (Earned through EMT-B/Paramedic program.)
3. Create an NREMT login and complete NREMT application:
https://www.nremt.org/nremt/about/reg_basic_history.asp
4. Pay NREMT nonrefundable application fee.
5. Pass NREMT Psychomotor Exam.
 - a. The Program Director and instructor will make arrangements to hold a National Registry

Psychomotor Exam following the completion of the EMT-B/Paramedic program.

- b. Eligible students will be allowed to participate.
 - c. Any students who fail the exam will be responsible for finding a re-test location. Any fees or additional costs for the re-test will be the student's responsibility.
 - d. Any students who are not eligible to participate in the Psychomotor Exam scheduled for their cohort will be responsible for finding a test location. Any fees or additional costs for the test will be the student's responsibility.
6. Pass NREMT computer adaptive test (CAT) cognitive exam.
 - a. At the direction of the instructor, the student will schedule their NREMT cognitive exam.
 - b. The approved exam test sites can be found on the Pearson VUE website at www.pearsonvue.com.
 7. Upon successful certification with NREMT, applicants are eligible for AZDHS certification. Final determination of certification eligibility rests with the AZDHS.

Refer to www.nremt.org for additional information.

To apply for state EMT/Paramedic certification, submit the following to AZDHS:

1. Completed AZDHS application (see: ems.azdhs.gov),
2. A copy of current NREMT registration at the EMT/Paramedic level; and
3. A legible copy of a document that proves legal presence in the USA. This document can be a birth certificate, USA passport, etc.

AZDHS certifies AAES training programs. AZDHS does not regulate or ensure the financial viability of any training program. Applicants with questions or concerns are encouraged to contact AZDHS at (602) 364-3189 or visit their website at <http://www.azdhs.gov/bems/training/>.

Please note that it is common for employers to require EMT and Paramedic job applicants to pass a drug screen and fingerprint clearance / background check as a condition of employment.

Payment Schedules

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The following payment options are available for all students:

- 1) Pay tuition in full by first day of class for a reduced rate
 - a) EMT-B students receive a \$300 tuition reduction
 - i. Total tuition will then be \$1,100; fees remain unchanged
 - b) Paramedic students receive a \$1,000 tuition reduction
 - i. Total tuition will then be \$6,000; fees remain unchanged

Or

- 2) Pay the full rate of tuition through a lending agency.

Payments are accepted via cash, check and credit card.

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

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Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid, except the Registration Fee (which is \$150 for the EMT-B program and \$200 for the Paramedic program).

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - A. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
 - B. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 days.
 - C. All refunds will be issued within 30 days of the determination of the withdrawal date.
2. Tuition charges/refunds:
 - A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (less the Registration Fee, which is \$150 for the EMT-B program and \$200 for the Paramedic program).
 - B. After the commencement of classes, the tuition refund (less the Registration Fee, which is \$150 for the EMT-B program and \$200 for the Paramedic program) amount shall be determined as follows:

% of the clock hours attempted:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Books, Supplies, Fees and Uniforms

EMT-B

- Fees due to AAES

- Supply Fee: Includes one uniform shirt, all required textbooks, pocket mask, stethoscope, BP cuff, trauma shears and pen light. An AAES EMT-B uniform shirt must be worn whenever an EMT-B student attends class, lab or practicum hours.
 - The Supply Fee is refundable if all items are returned in new, unopened/unused (as applicable) condition.
- **Additional costs to be incurred by the student that are not payable to AAES are not refundable by AAES. Consult the individual vendors for their refund policy.**
 - These additional costs include:
 - Wristwatch with second counter: \$10 (estimate)
 - Uniform items: \$100 (estimate)
 - Required items: regular blue duty pants, plain black belt with simple buckle, plain black steel toe shoes/boots.
 - NREMT Computer Adaptive Test: \$80
 - Payable to NREMT at the end of the program
 - NREMT Psychomotor Skills Exam: \$150
 - Payable to AAES at the end of the program

Paramedic:

- **Fees due to AAES**
 - Supply Fee: Includes one uniform shirt, all required textbooks, practicum binder, program information binder, and patient assessment logbook.
 - The Supply Fee is refundable if all items are returned in new, unopened/unused (as applicable) condition.
 - Uniform shirt: Paramedic students are required to own at least one AAES dark blue polo shirt; these are available for purchase for \$45. An AAES dark blue polo shirt must be worn whenever a Paramedic student attends class, lab or practicum hours.
 - AAES polo shirts are refundable if returned in new, unworn condition.
- **Additional costs to be incurred by the student that are not payable to AAES are not refundable by AAES. Consult the individual vendors for their refund policy.**
 - These additional costs include:
 - Uniform items: \$100 (estimate)
 - Required items: regular blue duty pants, plain black belt with simple buckle, plain black steel toe shoes/boots.
 - Medical Supplies: \$65 (estimate)
 - Required items: pocket mask, wristwatch with second counter, stethoscope, BP cuff, trauma shears, pen light, ink pens.
 - Online Clinical Orientation: \$35
 - Payable to online orientation company before start of practicum
 - 12 Panel Drug Screen: \$45
 - Payable to drug screening company before clinical start of practicum
 - NREMT Psychomotor Exam: \$300
 - Payable to NREMT at the end of the program
 - NREMT Computer Adaptive Test: \$125
 - Payable to NREMT at the end of the program

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).

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Student Services

Arizona Academy of Emergency Services offers Employment Services at no charge, including resume preparation and interviewing procedures, appropriate dress and personal grooming, and expected on-the-job conduct. In addition, known open EMT and Paramedic positions are posted on the job bulletin board for all students' reference. AAES makes no guarantee, expressed or implied, of future employment.

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Educational Delivery System

The EMT-B and Paramedic programs are offered via extensive didactic and practicum instruction. Students are educated in classroom, lab, independent study, clinical, and - in the Paramedic program - vehicular experience settings. While all instruction occurs face-to-face, students submit homework, complete quizzes, and can access educational resources through an online AAES Student Portal.

School Schedule & Calendar

12a

2021 EMT-B SCHEDULE			
Class Schedule	Start Date	Graduation Date	Cohort
M/W 9am-5pm	1/4/21	3/24/21	E211
M/W 6p-10p, Sat 9a-5p	1/18/21	4/10/21	E212
Sat/Sun 9am-5pm	2/6/21	4/25/21	E213
T/Th 9am-5pm	2/23/21	5/13/21	E214
T/Th 9am-5pm	3/2/21	5/20/21	E215
Sat/Sun 9am-5pm	3/13/21	5/30/21	E216
M/W 9am-5pm	4/5/21	6/23/21	E217
Sat/Sun 9am-5pm	4/17/21	7/18/21	E211-W
M/W 6p-10p, Sat 9a-5p	4/26/21	7/24/21	E218
Sat/Sun 9am-5pm	5/15/21	8/8/21	E219
T/Th 9am-5pm	5/25/21	8/12/21	E2110
			E2111
T/Th 9am-5pm	6/1/21	8/18/21	
Sat/Sun 9am-5pm	6/12/21	9/5/21	E2112
M/W 9am-5pm	7/5/21	9/22/21	E2113
M/W 6p-10p, Sat 9a-5p	8/9/21	10/30/21	E2114
Sat/Sun 9am-5pm	8/21/21	11/7/21	E2115
T/Th 9am-5pm	8/24/21	11/9/21	E2116
T/Th 9am-5pm	8/31/21	11/18/21	E2117
Sat/Sun 9am-5pm	9/11/21	12/5/21	E2118
M/W 9am-5pm	10/4/21	1/12/22	E2119
Sat/Sun 9am-5pm	11/13/21	2/19/22	E2120
T/Th 9am-5pm	11/30/21	3/3/22	E2121
Sat/Sun 9am-5pm	12/4/21	3/6/22	E2122

2021 PARAMEDIC SCHEDULE			
Class Schedule	Start Date	Graduation Date	Cohort
Mon (Tue)	2/22/21	3/2022	P211
Wed (Thurs)	7/7/21	8/2022	P212
Thurs (Fri)	10/28/21	11/2022	P213

12b

2021 Holiday & Break Calendar

Easter Sunday: 4/4/21
 Mother's Day: 5/9/21
 Memorial Day: 5/31/21
 Father's Day: 6/20/21
 Independence Day: 7/2-7/4/21
 Labor Day: 9/6/21
 Veterans Day: 11/11/21
 Week of Thanksgiving: 11/22-11/28/21
 Week of Christmas: 12/20-12/26/21
 Week of New Years: 12/27/21-1/2/22

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone and/or email, and/or TV stations who provide closure information as a public service.

13a

Enrollment

Prospective students may enroll at any time up to the first day of class for each session.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Graduation Requirements

In order to graduate, EMT-B and Paramedic students must:

- Pass all required didactic courses with cumulative grade of “C” or better.
- Successfully complete the Online Clinical Orientation and all required certification courses.
- Attend the minimum number of classroom and practicum hours:
 - EMT-B students must attend at least 192 classroom hours.
 - Paramedic students must attend at least 512 classroom hours and 600 practicum hours.
- Fulfill all financial obligations to AAES.

Commented [AJ2]: How to address DHS minimum of 130 hours? Holidays in which we don't have class? Attendance hours?

13c

Grading System

Students are graded on three program components: **Didactic, Practical and Final Program Exams.**

Didactic Component

Each didactic section has three grading domains: Affective, Cognitive and Psychomotor. A passing grade must be achieved in each domain to pass the course. If all three domains are passed, the letter grade will be assigned based on the performance in the cognitive domain. Failure of the affective or psychomotor domain will earn a grade of “F”. Failure of the cognitive domain will be given the earned grade.

Affective domain measures the student’s attitudes, behaviors, and professional attributes, as well as classroom conduct. Passing is achieved by appropriate classroom behavior, professional ethics, attendance, and adherence to policy. Students will be graded in each class session. Students must have a grade of “C” or better to earn a passing Affective grade.

Violations of the affective domain that occur before or during class may result in a student’s dismissal from the day’s classroom activities. Repeat offenses will result in a student conference and significant behavioral issues may result in failure of the affective domain. In most cases, a written warning and time period for improvement will be given before assigning a failing grade. However, in cases where the behavior is significantly unacceptable, egregious, or poses a threat to the well-being of others, the posting of a failing grade may be immediate and without warning and will accompany a referral to the Program Director.

Affective Grading Scale:

A	93 - 100 %	Superior
B	87 - 92 %	Above Average
C*	80 - 86 %	Average
F	Below 80 %	Failing Grade

Cognitive domain measures the student’s knowledge as demonstrated by written exams and assignments.

Didactic Grading Scale:

A	93 - 100 %	Superior
B	87 - 92 %	Above Average
C*	80 - 86 %	Average
F	Below 80 %	Failing Grade
I	Incomplete (Student must correct deficiencies within 6 months from the course completion date.)	

*A passing grade in didactic components is defined as a “C,” which is 80% or higher.

EMT-B Cognitive Domain Weighting:

Workbooks/Assignments	5%
Course Quizzes	20%
Course Written Exams	50%
Course Final Exam	25%
Final Program Practical Exam	Pass (with 80% or better) or Fail

Paramedic Cognitive Domain Weighting:

Homework Assignments	10%
Course Quizzes	30%
Course Written Exams	60%
Final Program Written Exam	Pass (with 80% or better) or Fail
Final Program Practical Exam	Pass (with 80% or better) or Fail

Psychomotor domain measures the student’s ability to perform skills and tasks learned in the program labs and practicum experiences. The student must pass each skill following the Final Program Practical Exam Policy. Failure to pass all skills as described in this policy will constitute failure of the psychomotor domain.

Practical Component

The Practical Component comprised of certification courses, the Online Clinical Orientation and practicum experience hours, and is graded on a pass/fail basis.

Certification courses are as follows:

- EMT-B program
 - EMT101 AHA Basic Life Support

Online Clinical Orientation

Students must complete the Online Clinical Orientation in order to earn a passing grade.

Practicum Experience

Paramedic students must complete 600 practicum shift hours in order to graduate. All students must turn in the necessary forms proving their satisfactory completion of the required practicum hours to earn a passing grade.

Final Program Exams Component

EMT-B and Paramedic students must achieve at least 75% on the Final Program Written Exam and the Final Program Practical Exam in order to graduate.

Academic Policies

Homework Policy

All homework is due no later than the start of class on the date indicated on the course schedule. The instructor may require additional homework that is not outlined on the course schedule. Homework turned in on time will receive full credit.

Lab Policy

- Upon completion of a lab station, one of two things could happen:
 - If a student meets the objectives of the station, the instructor will sign the student's skill evaluation form.
 - If the student did not meet the objectives, or complete all of the objectives, then the instructor will sign the student's form in the "needs remediation" column. The instructor will document what specifically needs to be done for the student to meet the objectives.
 - The student must do the remediation work as required by the instructor.
 - Once the remediation is complete, the student will perform the lab and be evaluated again to see if they meet the objectives for that skill.
 - If the student meets the objectives during this second evaluation, the instructor will document it on the lab sheet and sign to confirm that the student has met the objectives.
 - If the student cannot meet the objectives of the station they will be referred to the Program Director for further action.
- If there are additional skills that need to be completed outside the allotted lab day, the student must be supervised by an appropriate proctor, and a skill evaluation form must be completed.

Practicum Policy

Upon completion of OCO100 – Online Clinical Orientation, students are responsible for signing up for, attending, and completing their required practicum shift hours. Shift opportunities are based on availability and providers are subject to change.

Students must complete all required practicum experience hours within six (6) months of the final program course date in order to be eligible to take the NREMT certification exams. **Failure to complete all required hours within the six (6) month time frame will result in the student's administrative withdrawal from the program.**

Students must maintain health insurance coverage and all applicable certifications throughout their program. Failure to adhere to these stipulations may result in disciplinary action up to and including program dismissal.

Students must turn in a completed and signed Practicum Evaluation Form for every shift completed. The Clinical/Vehicular Supervisor must be given all Practicum Evaluation Forms by the assigned due date, or at the beginning of class on the next scheduled day of class, whichever comes first.

Exam Policies

Written Exam Results Review

- Following each written exam, the instructor, or their designee, will review and remediate the students, as a class. The instructor, or their designee, will supervise and be present during the entire review period.
- Students will be allowed to ask questions to clarify exam questions and/or answers.
- Students will be allowed to challenge, in writing, any question and/or answer that he or she feels was incorrect, misleading, conflicted with the text or lecture, etc.
- Students will only have the following within their workspace during this review:
 - Textbooks needed for review.
 - Pen (No pencils allowed).
 - Blank piece of paper that must be turned into the instructor, or their designee.
 - NO electronic devices will be allowed to be used during the review period.
- Students will not be allowed to take the exams outside of class.

- Instructor will document all questions that 75% or more of the class missed and place a record of those questions, as well as the corrective action taken, in the class management file.
- Send a summary to the Program Director if:
 - The instructor determines there are challenges that are valid and in need of further clarification or crediting by the Program Director.
 - The instructor determines there are questions that 75% or more of the class missed, that the instructor feels need further review and/or clarification by the Program Director.
 - This summary may include:
 - A breakdown of the scores for the class if the instructor feels the bell curve is low for the exam.
 - Any challenges and or questions the instructor feels need further review and clarification by the Program Director.

If the instructor determines that additional review and remediation time is necessary for the class or any individual student beyond what is scheduled in the course schedule, the instructor will make the arrangements. Additional review and remediation time will be supervised by the instructor or their designee.

The Program Director will make a decision on the information and questions that the instructor submitted. This decision will be in writing and forwarded to the instructor to make the appropriate changes, review with the students, and place in the class management file as documentation.

If the student does not agree with the instructor, the student may appeal under the Grievance Procedure outlined in the Catalog.

Missed Exams

- Absent students must make arrangements with their instructor to take a make-up exam.
 - A missed Final Program Written Exam must be made-up within 7 calendar days of the original test date.
 - A missed Final Program Practical Exam must be made-up at the next available proctored practical exam.
 - All other exams must be made-up within 7 calendar days of the original test date.
- All make-up exams must be taken during business hours (M-F, 9am-5pm).
- Students are not permitted to take make-up exams during class time.

Failed Written Exams

- Retests must be scheduled with the instructor and taken during business hours (M-F, 9am-5pm).
 - Students are not permitted to retest during class time.
- Retest scores will be recorded at a maximum score of 80%.
- A student will be placed on Academic Probation upon failing two (2) initial exams.
- Paramedic students will only be allowed to retest three (3) failed initial exams, after which all initial exams will be entered into the gradebook as earned.
 - The Final Program Written Exam does not count toward this retest limit.

Final Program Written Exam

The Final Program Written Exam will consist of 200 questions. Students must score a minimum of 75% to pass this exam. One retest will be permitted if necessary. **Failure of this retest constitutes failure of the program.**

Final Program Practical Exam Policy

- To pass this exam, students must earn a score of 80% or higher by passing each station in no more than two attempts per exam without hitting any of the critical failure criteria, as dictated by NREMT.
 - The EMT-B exam consists of seven (7) stations.
 - The Paramedic exam consists of six (6) stations.
- Each station in the practical exam is scored as follows:
 - First attempt pass: 100%
 - Second attempt pass: 90%
 - Third attempt pass (on a separately scheduled additional test day): 80%
- Students who fail up to three (3) stations are entitled to a same-day retest, at the discretion of the instructor and Program Director.
- Students who fail four (4) or more stations must undergo remedial training and schedule a retest with their instructor.
 - The length of remedial training will be determined by the instructor and/or Program Director based on a review of the student's performance on the failed practical stations.
 - At a minimum, remediation will be 1 hour for each station failed.
- Students may retest each station once.
 - Failure of any station twice constitutes a failure of the exam.
- EMT-B students may retake this exam up to three times. However, after the first two attempts, the student must undergo remedial training.
 - The length of remedial training will be determined by the instructor and/or Program Director based on a review of the student's performance on the failed practical stations.
 - At a minimum, remediation will be 1 hour for each station failed.
- Paramedic students must earn a composite score of a least 80% to pass the Oral Review Board station.
 - One retake of this station will be permitted.
 - The retake date will be determined by the Program Director.
- Paramedic students may retake this exam only once. Failure of the second attempt constitutes a failure of the program.

Identification Prior to Testing

According to AZDHS policy, EMT-B and Paramedic students must show valid picture ID before they can take the Final Program Written Exam and Final Program Practical Exam. If a student fails to bring valid ID, that student will be sent home and not permitted to take the exam. **The missed exam time will count as four hours absent.**

Extra Credit Opportunities

Extra credit will be assigned and granted at the discretion of the instructor and Program Director.

Competency Demonstration

The Program Director, Clinical/Vehicular Supervisor and any instructor may request a student to demonstrate competency in any material or skill that has been previously instructed via written, oral, or practical training. The results of such demonstration tests may be used in determining a student's eligibility to continue in the program.

Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) is defined as a passing grade in all courses required to complete a student's program. As detailed in AAES' Grading System and Policies, a passing grade in didactic components of a program is a "C" or higher, and in Certification Courses, Orientation and Practicum components a passing grade is a "Pass." Due to Arizona Department of Health Services class cohort reporting requirements and AAES program scheduling, students who fail to maintain SAP will be required to drop from their current cohort of students to a cohort that is about to take the class that the student failed. These students will be responsible for paying a failed course retake fee, as determined by the institution. The maximum time allowed for repeats will be determined by AAES. The grade earned in the repeat course will prevail.

If a student fails a second course, he or she will be dismissed from the program. Dismissal shall be at the Program Director's discretion. The Program Director has final authority and shall notify the student of the final decision in writing.

Conduct Policies

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

Code of Conduct

- Students must complete their own work. Copying from another person or from a book without proper citation will result in disciplinary action up to and including program dismissal.
- Students are required to maintain a professional appearance and demeanor at all times and are expected to conduct themselves in a manner representative of a person of public trust.
- Disruptive, dangerous or insulting behavior is not permitted while on AAES property, at a practicum, or in the community while identifiable as an AAES student.
 - Disruptive behavior includes: inappropriate talking; arriving to class, lab or practicum late or leaving early; sleeping or doing other class work in class; horseplay; etc.
 - Dangerous behavior includes: a loud tone of voice, an aggressive physical posture, verbal or physical threats, etc.
 - Insulting behavior includes: profanity, teasing, and/or sexually, racially, or religiously based jokes.
 - AAES will foster an environment of acceptance of different cultural, religious, and social beliefs. Throughout the field of EMS students will need to interact with many cultures and beliefs; understanding and acceptance of these differences is paramount to success as a professional pre-hospital provider.
- Unregistered visitors are not allowed in classes, labs or at a practicum site.
- Possession of drugs (prescription or otherwise), alcohol or firearms on AAES property is not permitted. Should a student need to take prescription medications while at school the Program Director should be notified prior to the student coming on campus.
- Consuming or being impaired by drugs or alcohol on AAES property, at a practicum site or while on break from a class, lab or practicum is not permitted. If a student is suspected of consuming drugs or alcohol, or is exhibiting signs of impairment, arrangements will be made to take the student home and

an investigation will be conducted. If the investigation finds that the student is guilty of consuming or being impaired by drugs or alcohol, the student will be dismissed from the program.

- Chewing tobacco, smoking outside of designated areas and soliciting on AAES property are not allowed.
- Pets are not allowed on AAES campus or practicum sites. Service animals are permitted as required.
- Participation is required 100% of the time, in every class, on every EMS call, and during practicum rotations, unless the instructor or preceptor has excused a student from a particular activity.
- Any violation of Arizona State Law or Administrative Code will be referred to the Program Director for action up to and including program dismissal and notification of appropriate state agency.
- Any Student Criminal Activity will result in immediate referral to the Program Director. AAES takes all criminal activity seriously. AAES reserves the right to dismiss any student convicted of criminal activity without notice. AAES monitors all student background reports throughout the program.

Sexual Harassment

AAES believes that students should be afforded the opportunity to learn in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the educational relationship. No student, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Definition

AAES has adopted and based its policy on the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of your education
- submission to or rejection of such conduct by you is used as the basis for educational decisions affecting you
- such conduct has the purpose or effect of unreasonably interfering with your educational performance or creating an intimidating, hostile or offensive learning environment.

Institution's Responsibility

AAES wants students to have an educational environment free of sexual harassment by instructional personnel, classmates and others with whom students must interact in the course of their education as an AAES student. Sexual harassment is specifically prohibited as unlawful and as a violation of AAES' policy. AAES is responsible for preventing sexual harassment in the school, for taking immediate corrective action to stop sexual harassment in the school and for promptly investigating any allegation of sexual harassment.

Penalties

Sexual harassment will not be tolerated at AAES. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal from the program.

Student/Staff Relationships

It is the policy of AAES to dismiss any student, faculty or staff member found to be having any relationship outside of standard teacher/student contact. This may include, but is not limited to: after hours contact not related to the program, contact of a sexual nature, text messages, emails, or written

communications not related to the program. Should any student be approached by a faculty or staff member in a manner the student feels is inappropriate, the incident should be immediately brought to the attention of the Program Director.

Student Appearance Policy

Hygiene

- All students are required to attend all activities/functions clean and well groomed.
- Hair must be kept clean and properly styled in a manner that will not be a risk for injury or exposure to bodily fluids. No fad hairstyles are permitted in the practicum environment.
- Facial hair must remain clean and well groomed.
- Any soft tissue injuries must be kept clean, dressed and well bandaged at all times.
- Underwear must be worn.
 - Underwear shall not be exposed or revealing at any time.
 - Female students must wear a bra.
- No visible tattoos (must be covered for practicum)
- No visible body piercing (including facial piercings)

Dress Code

- Classroom/Lab:
 - AAES T-shirt or Polo shirt
 - Blue duty pants in good condition
 - Black belt with simple buckle
 - Black shoes/boots
- Practicum:
 - AAES Polo shirt
 - Black duty pants
 - Black belt with simple buckle
 - Black steel toe shoes/boots
 - Student ID badge (and facility badge if required)
 - If student is to attend a specialty rotation such as *OR* or *Burns*, student may wear tennis shoes.
 - Students must carry the following supplies:
 - Stethoscope
 - Pen light
 - Trauma shears
 - BP cuff
 - Pocket mask
 - Wristwatch with second counter
 - Pen

A first violation of the Student Appearance Policy will result in the student being advised and sent home. A second offense will result in the student being referred to the Program Director for disciplinary action up to and including dismissal from the program. All missed time due to these violations will be counted as hours absent.

Use of Electronic Devices

- Electronic devices such as computers and tablets may be used in the classroom for note-taking and class-related work only. Otherwise, students may only use personal electronic and computing devices on break and/or lunch. Students may be contacted through the main phone number for the school in case of emergency.
- Devices including but not limited to cellular phones, smartphones, tablets, or other media devices are

prohibited on any practicum shift. Students will check with leadership at practicum sites for permission to use computing devices to study coursework during downtime only. Students may be contacted through the main phone number for the practicum site in case of emergency.

- Cameras or any device that can create a reproduction are not allowed in the classroom, lab or practicum setting. Students who take photographs or video in any of these settings may face legal action.

Social Media Policy

AAES recognizes that access to technology in school gives students and instructors greater opportunities to learn, engage, communicate, and develop skills that will prepare them for work and life. We are committed to helping students develop 21st century technology and communication skills. To that end, this **Acceptable Use Policy** outlines the guidelines and behaviors that users are expected to follow when using school technologies or when using personally-owned devices on the school premises.

We encourage instructors, students, staff, and other school community members to use social networking/media (Twitter, Facebook, etc.) to connect with others, share educational resources, create and curate educational content, and enhance the classroom experience. While social networking is fun and valuable, there are some risks you should keep in mind when using these tools. In the social media world, the lines are blurred between what is public or private, personal or professional.

We've created these social networking/media guidelines for you to follow when representing the school in the virtual world.

Please do the following:

Use good judgment

- We expect you to use good judgment in all situations.
- You must know and follow the school's Code of Conduct Policy.
- Regardless of your privacy settings, assume that all of the information you have shared on your social network is public information.

Be respectful

- Always treat others in a respectful, positive and considerate manner.

Be responsible and ethical

- If you are approved to represent the school, unless you are specifically authorized to speak on behalf of the school as a spokesperson, you should state that the views expressed in your postings, etc. are your own. Stick with discussing school-related matters that are within your area of responsibility.
- Be open about your affiliation with the school and the role/position you hold.

Be a good listener

- Keep in mind that one of the biggest benefits of social media is that it gives others another way to talk to you, ask questions directly and to share feedback.
- Be responsive others when conversing online. Provide answers, thank people for their comments, and ask for further feedback, etc.
- Always be doing at least as much listening and responding as you do "talking."

Don't share the following:

Confidential information

- Do not publish, post or release information that is considered confidential or not public. If it seems confidential, it probably is. Online "conversations" are never private. Do not use your birth date, address, and cell phone number on any public website.

Private and personal information

- To ensure your safety, be careful about the type and amount of personal information you provide. Avoid talking about personal schedules or situations.
- NEVER give out or transmit personal information of students, staff, co-workers, etc.

- Don't take information you may receive through social networking (such as e-mail addresses, customer names or telephone numbers) and assume it's the most up-to-date or correct.
- Always respect the privacy of the school community members.

Please be cautious with respect to:

Images

- Respect brand, trademark, copyright information and/or images of the school (if applicable).
- You may use photos and video (products, etc.) that are available on the school's website.
- It is generally not acceptable to post pictures of students without the expressed written consent of their parents.
- Do not post pictures of others (co-workers, etc.) without their permission.

Other sites

- A significant part of the interaction on blogs, Twitter, Facebook and other social networks involves passing on interesting content or linking to helpful resources. However, the school is ultimately responsible for any content that is shared. Don't blindly repost a link without looking at the content first.
- Pay attention to the security warnings that pop up on your computer before clicking on unfamiliar links. They actually serve a purpose and protect you and the school.
- When using Twitter, Facebook and other tools, be sure to follow their printed terms and conditions.

And if you don't get it right...

- Be sure to correct any mistake you make immediately, and make it clear what you've done to fix it.
- Apologize for the mistake if the situation warrants it.
- If it's a MAJOR mistake (e.g., exposing private information or reporting confidential information), please let someone know immediately so the school can take the proper steps to help minimize the impact it may have.

Netiquette

- Users should always use the Internet, network resources, and online sites in a courteous and respectful manner.
- Users should also recognize that among the valuable content online is unverified, incorrect, or inappropriate content. Users should use trusted sources when conducting research via the Internet.
- Users should also remember **not to post anything online that they wouldn't want parents, instructors, or future colleges or employers to see**. Once something is online, it's out there—and can sometimes be shared and spread in ways you never intended.

Personal Safety

If you see a message, comment, image, or anything else online that makes you concerned for your personal safety, bring it to the attention of an instructor or staff immediately.

- Users should never share personal information, including phone number, address, social security number, birthday, or financial information, over the Internet without adult permission.
- Users should recognize that communicating over the Internet brings anonymity and associated risks, and should carefully safeguard the personal information of themselves and others.

Cyberbullying

Cyberbullying will not be tolerated. Harassing, dissing, flaming, denigrating, impersonating, outing, tricking, excluding, and cyberstalking are all examples of cyberbullying. Don't be mean. Don't send emails or post comments with the intent of scaring, hurting, or intimidating someone else.

Engaging in these behaviors, or any online activities intended to harm (physically or emotionally) another person, will result in severe disciplinary action and loss of privileges. In some cases, cyberbullying can be a crime. Remember that your activities are monitored and retained by others.

Examples of Acceptable Use

I will:

- Follow the same guidelines for respectful, responsible behavior online that I am expected to follow offline.
- Treat social media carefully, and alert staff if there is any problem with their operation.
- Encourage positive, constructive discussion if allowed to use communicative or collaborative technologies.
- Alert an instructor or other staff member if I see threatening/bullying, inappropriate, or harmful content (images, messages, posts) online.
- Be cautious to protect the safety of myself and others.
- This is not intended to be an exhaustive list. Users should use their own good judgment when using social media

Examples of Unacceptable Use

I will **not**:

- Use social media in a way that could be personally or physically harmful to myself or others.
- Engage in cyberbullying, harassment, or disrespectful conduct toward others—staff or students.
- Try to find ways to circumvent the school’s safety measures and filtering tools.
- Use language online that would be unacceptable in the classroom.

This is not intended to be an exhaustive list. Users should use their own good judgment when using social media.

Limitation of Liability

AAES will not be responsible for damage or harm to persons, files, data, or hardware.

Violations of this Acceptable Use Policy

Violations of this policy may have disciplinary repercussions, including:

- Suspension of volunteer privileges
- Removal from positions of leadership within AAES.
- Removal of student from AAES.
- Additional consequences determined by Administration.

13d

Leave of Absence Policy

Due to Arizona Department of Health Services class cohort reporting requirements, AAES does not permit students to take Leaves of Absence. Students who wish to pause their program must withdraw and re-enroll when they are able to resume studies. Students who re-enroll under these circumstances will not be charged the Registration Fee if they re-enroll within 12 months of their withdrawal date.

13f

Probation

Students who fail two initial course exams will be placed on Probation. In addition, the violation of any published school policy may be grounds for Probation, at the discretion of the instructor and/or Program Director. While on Probation, a student must achieve or maintain passing grades in the following two consecutive courses or until graduation, whichever comes first.

As a condition of Probation, a student may also be required to do any or all of the following as deemed appropriate by the instructor to assist the student in maintaining academic proficiency:

- Remediate ALL written exams to 100% in writing outside of class time and as determined by the instructor.

- Proper remediation is defined as:
 - Written explanation of why the correct answer is correct.
 - Written explanation of why the other answer options are incorrect.
 - Reference to source information for these explanations.
- Complete additional exams for practice and review.
- Undergo tutoring with the instructor.
- Complete additional assignments.

Students who fail a course will be required to retake the course according to the Satisfactory Academic Progress policy.

13f

Suspension

The Program Director may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate advising, students who demonstrate a genuine desire to learn and conform to school standards of conduct may be allowed to resume attendance. The Program Director will review each case and decide upon ending the suspension.

13f

Dismissal

A student may be dismissed for violation of any published school policy. Student dismissal shall be at the Program Director's discretion. The Program Director has final authority and shall notify the student of the final decision in writing.

Dismissed students may appeal this decision by following the Student Grievance Procedure.

13e

Reinstatement

Students who have been forced to interrupt their education for any reason may request reinstatement by contacting the Program Director. Students who were making Satisfactory Academic Progress when they withdrew will be eligible for re-entry without condition. Students who were not making Satisfactory Academic Progress may be placed on Probation or have other special conditions placed on their re-entry.

Dismissed students who have exhausted the Grievance Procedure may be considered for reinstatement after a six month waiting period. Dismissed students must submit a letter which outlines the circumstances of their dismissal and how they intend to improve their behavior/attendance/grades (as applicable) if reinstated. Reinstatement of a dismissed student shall be at the Program Director's discretion. The Program Director has final authority and shall notify the student of the final decision.

All students requesting reinstatement will be required to go through a portion of the admissions process and pay the nonrefundable Registration Fee again.

13h

Grade Reporting & Transcripts

Student may view and print their grades through the online AAES Student Portal.

Current and former students may request a copy of their official transcript by submitting to AAES a written request including the name and address where the transcript should be mailed, if applicable. One set of official transcripts will be provided to the student at no charge; additional copies will be available for \$5.00. Official transcripts will not be released to any student who has a past due account with AAES.

Student Records

13i

All student academic and financial records are maintained and filed in a secure and safe manner in perpetuity. Students are allowed to view their records, but the records must not leave the school.

Should the institution cease operation, whether voluntarily or involuntarily, all educational records or legible true copies shall be filed with the Arizona State Board for Private Postsecondary Education within 15 days of ceasing educational operations.

Attendance Policies

13j

Classroom Absences and Tardiness

- Students are expected to arrive for class on time with proper materials.
- **Accumulated absences and tardiness shall not exceed a maximum of 16 hours for EMT-B students and 64 hours for Paramedic students (16 hours each in courses EMS200, EMS250, EMS300, and EMS350).**
 - Students who exceed the maximum allowable absences for their program will be dismissed according to the Dismissal Policy.
- Missed class time must be made up. Students will be required to prove their understanding of all content missed according to the Classroom Make-Up Policy.
- Students who find they must miss any portion of a class must do the following **prior to the start of class**.
 - Notify the instructor of the anticipated absence via phone (480-461-1806) and the instructor's email address, provided in the course syllabus.
 - Notification must include the date, time, and reason for the absence.
 - A tardy for a "Late Run" must be documented with a "Run Number."
 - Notify their agency supervisor, if applicable.
- Students displaying a pattern of absenteeism without prior notification will be referred to the Program Director for disciplinary action up to and including dismissal from the program.
- AZDHS requires students to sign in as proof of attendance. EMT-B students must sign in at the start of class and Paramedic students must sign in at the start of class and upon their return from lunch.
 - Students who fail to sign in on any day will be marked as absent.
 - Students who attend class but do not sign in for a third time will be counted as absent for that instance and all subsequent occasions on which they attend but do not sign in.

Classroom Make-up Policy

- Students will be held accountable for learning content covered in the missed class time.
- All work due on the missed day must be turned in no later than the start of the next class meeting.
- Missed in-class Reading Quizzes cannot be made up for credit and a score of "0" will be entered.
- Missed in-class Drug Quizzes must be made up within 7 calendar days of the absence, otherwise a score of "0" will be entered.
- Missed exams must be made up per published Exam Policies.
- EMT-B students must complete make-up work assigned by their instructor to ensure competency in the missed material.
- Paramedic students must complete a report for all class content missed. The length of the report and material to be covered shall be as follows:
 - Fifteen (15) page minimum, single spaced, report per absence.
 - Report must prove thorough understanding of missed material.
 - Reports are due 14 calendar days from the date of the missed class.
 - Students who do not meet the report deadline may be referred to the Program Director for disciplinary action up to and including dismissal from the program.

- Partial absences may require a report to show competency in missed content. This requirement will be at the discretion of the instructor.

Practicum Absences and Tardiness

- Students are expected to arrive for practicum shifts no later than fifteen (15) minutes prior to the assigned shift, and have with them any required or appropriate materials.
- Students who find that they must miss any portion of a practicum shift must do the following **prior to the time missed**:
 - Notify the AAES Clinical/Vehicular Supervisor of the anticipated absence via phone (480-461-1806).
 - Notification must include the date, time, and reason for the absence.
 - A tardy for a “Late Run” must be documented with a “Run Number.”
 - Notify their preceptor at the practicum site via the preceptor’s preferred method of communication.
 - Notify their agency supervisor, if applicable.
- Students displaying a pattern of absenteeism will be referred to the Program Director for disciplinary action up to and including dismissal from the program.

Practicum Make-Up Policy

All missed shift time **MUST** be made up. Students should consult with the Clinical/Vehicular Supervisor to schedule make-up practicum hours.

Lab Absences and Tardiness

- Students are expected to arrive for labs on time with proper materials.
- All missed labs **MUST** be made up according to the Lab Make-Up Policy.
- Students who find that they must miss any portion of a lab must do the following **prior to the time missed**:
 - Notify the instructor of the anticipated absence via phone (480-461-1806) and the instructor’s email address, provided in the lab course.
 - Notification must include the date, time, and reason for the absence.
 - A tardy for a “Late Run” must be documented with a “Run Number.”
 - Notify their agency supervisor, if applicable.
- Students displaying a pattern of absenteeism will be referred to the Program Director for disciplinary action up to and including dismissal from the program.

Lab Make-Up Policy

- Students who are absent for a lab must make arrangements with the Program Director to perform a make-up lab within 30 days of the absence.
- Students will be assessed a \$150 Lab Make-Up Fee
 - All make-up labs must be done during business hours (M-F, 8am-5pm).
 - Students are not permitted to complete make-up labs during class time.
- Students who fail to complete a make-up lab within the allowed time will be referred to the Program Director for disciplinary action up to and including dismissal from the program.

Previous Credits

13k

Credits from other institutions will not be accepted for Arizona Academy of Emergency Services programs. AAES does not guarantee transferability of its program hours to any other institution unless there is a written agreement with that institution.

Veteran Students and Students Using GI Bill® Benefits

AAES Veteran Prior Training Policy

- AAES veteran students must provide previous transcripts/verification of training. AAES will evaluate and apply appropriate credit for previous education and training, with the training period shortened proportionately. AAES will notify the student upon receipt and evaluation of transcripts.

Cancellation and Refund Policy

An applicant denied admission by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid, less \$10 of the Registration Fee.

Withdrawal Refund Policy After Commencement of Classes

- After commencement of classes, the Tuition and Registration Fee refund amount shall be determined as a pro rata amount based on total clock hours attended divided by the total number of approved clock hours in the program.
- A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 days.
- All refunds will be issued within 30 days of the determination of the withdrawal date.
- AAES will refund in full the amount of the charge for unissued books and supplies covered by the Supply Fee in the event the veteran or eligible person withdraws or is discontinued before completing the course.

OCO100

- The OCO100 course module and clock hours, are not, and cannot be, certified by the VA for veteran's educational benefits calculations and, in turn, is not a graduation requirement.

Approved Clock Hours for the Program:

- Paramedic: 1228 hours (Does not include the 3 clock hour OCO100 module)
- EMT: 192 hours

Student Grievance Procedure

14a

- Complaints directed at an individual instructor or staff member should be discussed directly with the individual involved. This should occur as soon as possible after the student becomes aware of the facts that caused the grievance.
- If the one-on-one discussion fails to result in a satisfactory resolution, a written complaint must be submitted to the Program Director.

- Students are encouraged to submit the grievance as soon as possible within forty-five (45) calendar days after the one-on-one discussion which failed to result in a satisfactory resolution.
- The written complaint must contain the following information:
 - Name of the student filing the formal complaint.
 - Name of the person against whom the complaint is being filed.
 - Statement of facts and nature of the complaint.
 - Date(s) of the incident(s).
 - Resolution being sought by the student(s).
 - Student's signature.
- Within fifteen (15) days of receipt of a grievance, excluding Saturdays, Sundays and state and federal holidays, the Program Director will: conduct an investigation, which will include a review of the evidence and interviews with relevant staff and/or students, and issue a written decision to the student and to the person alleged to have caused the grievance. The written decision shall include the reasons for the decision and indicate the remedial action to be taken, if any.
- If the student is not satisfied with the proposed resolution, the student may raise the issue to the AAES Dean of Operations, in writing, within ten (10) days of notification of the Program Director's decision, excluding Saturdays, Sundays and state and federal holidays.
- The Dean of Operations will review the complaint, conduct an investigation as necessary and issue a final written decision to the student and the person alleged to have caused the grievance within fifteen (15) days, excluding Saturdays, Sundays and state and federal holidays. The written decision shall include the reasons for the decision and indicate the remedial action to be taken, if any.
- If the student is not satisfied with the proposed resolution, the student may raise the issue to the AAES Complaint Board, comprised of the AAES Medical Director, Executive Administrator and President. The complaint must be submitted in writing, within ten (10) days of notification of the Dean of Operations' decision, excluding Saturdays, Sundays and state and federal holidays.
- The AAES Complaint Board will review the complaint, conduct an investigation as necessary and issue a final written decision to the student and the person alleged to have caused the grievance within fifteen (15) days, excluding Saturdays, Sundays and state and federal holidays. The written decision shall include the reasons for the decision and indicate the remedial action to be taken, if any. Decisions by the AAES Complaint Board are final and are not able to be appealed.
- If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Adams Street, #3008, Phoenix, AZ 85007, phone # 602-542-5709, website address: www.azppse.gov

14b

Ack.
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Catalogs shall be available to students and prospective students in a written or electronic format. Within 10 days from the date a licensed institution revises a catalog, the licensee shall submit a written or electronic copy of the catalog to the State Board.