



# EMT Program Handbook

Spring 2026  
January 17 to April 25

# EMT Program Handbook



## Table of Contents

### Section I - Course Overview

- [Welcome](#)
- Accreditation
- [Program Description & Administration](#)
- [Tuition, Fees, and Materials](#)
- [Course Eligibility](#)
- [Location & Facility Rules](#)

### Section II - Policies

- [Virginia OEMS Policies](#)
- [Attendance & Dress Code Policies](#)
- [Discrimination Policy](#)
- [Grievance Procedures](#)
- [Clinical Patient Confidentiality](#)
- [Use of Social Media](#)
- [Clinical Site Requirements](#)
- [Contact Hours Disclaimer](#)
- [Consent for Photography](#)

### Section III - Student Expectations

- [Student Learning Domains](#)
- [Examinations](#)
- [Lab Submissions](#)
- [Clinical Submissions](#)
- [Terminal Competency & Cognitive Examinations](#)
- [Course Completion, ADA, & Certifications](#)
- [Classroom Etiquette](#)

### Section IV - [Course Schedule](#)

### Section V - [ETS Course Agreement](#)

# EMT Program Handbook

## Welcome

We are so excited to have you join the hybrid, accelerated EMT program with Emergency Training Solutions! Our program has been operating since 2013 and trained over 375 certified EMTs. We pride ourselves on creating a learning environment in which each student thrives. You will find this to be a challenging but rewarding course.

At the start of the program, you will be assigned a squad which will serve as your core peer support group. We encourage you to exchange information and meet outside of class to complete key peer-reviewed requirements. We find that the students who form deep connections with their cohort and squad are most successful.

While the number of face-to-face contact hours is limited, the course will require several hours per week of your time on didactic material and clinical observations. Staying on top of your work and getting out ahead of your co-requisites will ensure your success.

You will find the team of instructors and administrators to be kind, knowledgeable, and easy-going. We want this to be a fun learning experience for you. Our ultimate goal is to teach you the skills necessary to reach your full potential as a future EMT.

We look forward to weeks ahead!

*Noah Hillstrom*  
EMT Program Director

# EMT Program Handbook

## Accreditation

*Pending approval.*

# EMT Program Handbook

## Program Description

This accelerated, hybrid program is a preparatory course designed to enable student success passing the EMT examinations through the National Registry of Emergency Medical Technicians and Commonwealth of Virginia. Course content will be delivered in a hybrid modality with didactic self-study reinforced through face-to-face labs and clinical observations. Students are provided a wide-variety of learning tools (e-text, LMS, testing bank) to aid in their success in the cognitive domain. The psychomotor and affective domains will be assessed through face-to-face lab meetings and clinical observation rotations with UVAHealth and the Charlottesville-Albemarle Rescue Squad.

*This EMT course does not result in academic credit with any institution but is equivalent to a 3-credit hour college course. This program is unaffiliated with any EMS agency.*

## Core Faculty & Administration

Noah Hillstrom, NR-P, FP-C  
Program Director  
nhillstrom@ets4life.com  
571-762-3205

Joey Carls, M.S., MPA, EMT  
Program Coordinator  
jcarls@ets4life.com  
434-996-0737

Forrest Calland, M.D.  
EMS Physician  
james.forrest.calland@gmail.com

## Office Hours

The faculty and administration are available by e-mail and phone between 6pm and 8pm, Monday-Friday. Office hours will be held on class meeting dates between 2:30pm and 3:30pm.

# EMT Program Handbook

## Tuition & Fees

Program tuition is \$1400 which includes course instruction, administration, e-textbook, uniform polo, basic vitals kit, and learning management subscriptions.

A **non-refundable** deposit of \$450 is due at the time of registration. This reserves your seat in the class and pays for material and course development fees. PayPal invoices for the remaining tuition will be distributed after the registration close date and will be due at least one week prior to the orientation date. Failure to remit payment on-time will result in removal from the course roster. ***No refunds are permitted after the first day of class.***

Upon successful course completion, initial certification examination fees are covered by the Commonwealth of Virginia. Subsequent attempts are at the student's expense.

## ETS Provided Materials

- E-Text: Emergency Care, 14<sup>th</sup> Edition w/MyBradyLab
- EMS Testing & Platinum Planner subscriptions
- ETS uniform polo
- Vitals kit (stethoscope, BP cuff, pen light, notebook, pen)

## Student Provided Materials

- Laptop computer or tablet
- High-speed internet connection (for remote learning)
- Uniform pants, boots/shoes, belt, and watch

*Lost or broken materials must be replaced at the student's expense.*

# EMT Program Handbook

## Course Eligibility

The process of becoming an EMT in the Commonwealth of Virginia carries the following student requirements:

- Be proficient in reading, writing and speaking the English language.
- Be a minimum of 16 years of age at the beginning date of the EMT course. If you are less than 18 years of age, you must provide your instructor with a completed parental permission form with the signature of a parent or guardian verifying approval for enrollment in the course.
- Have no physical or mental impairment that would render you unable to perform all practical skills required at the EMT level.
- Hold a current certification in an Office of Emergency Medical Services [approved cardiopulmonary resuscitation \(CPR\) course](#) by the end date of the EMT course (co-requisite). This certification must also be current at the time of state testing.
- Not have been convicted of or found guilty of any crime, offense or regulatory violation, or participated in any other prohibited conduct identified in state EMS regulation [12VAC5-31-910](#).
- May not be under the influence of any drugs or intoxicating substances that impairs your ability to provide patient care or operate a motor vehicle while in class or performing clinicals, while on duty, or when assisting in the care of a patient.

## Foreign National Students

Students who are not US citizens and plan to attend the course on a government student visa must submit a copy of your visa and passport to [jcarls@ets4life.com](mailto:jcarls@ets4life.com) at least one (1) week prior to orientation. The Virginia Office of EMS will review your eligibility for the program and provide you a fictitious SSN to enter when registering with the Office of EMS.

# EMT Program Handbook

## Course Location

Charlottesville-Albemarle Rescue Squad  
828 McIntire Road  
Charlottesville, VA 22902

## Parking

Students are permitted to park in the public, brick parking lot adjacent to the rescue squad which contains approximately 20 spaces. If necessary, you may utilize the squad lot's distance parking spaces which includes the marked area on the bridge. We encourage students to carpool as practicable.

## Student Entrance

The classroom entrance is located on the north side of the facility, to the far left of the ambulance bays. Please refrain from using the main entrance to mitigate crew disruptions. The classroom entrance will be open at least 15-minutes prior to the start of class.

## Facility Rules

Students are required to be respectful of the building and grounds. No smoking is permitted on the grounds. Food and beverage may be consumed so long as students clean up their workspace when class ends. The kitchen is for the explicit use of the crews so please bring your own dishes, utensils, and a water bottle. Gender-neutral restrooms are located on the first and second floors of the building.

## After-Hours Visits

The crews welcome you to use the facility for after-hours practice. Please call 434-296-4825 on the day you wish to visit and request permission from the on-duty crew. Students must be in uniform and are not permitted in the facility (unless during clinicals) between 9pm and 9am.



# EMT Program Handbook

## Virginia Office of EMS Policies

Students are required to review and acknowledge the following policies and procedures set forth by the Virginia Office of Emergency Medical Services. These will be reviewed during the course orientation.

- **TR-35** - Prerequisites for EMS Training Program, Criminal History and Standards of Conduct
- **TR-14B** – BLS Functional Job Description
- **TR-16** – BLS Course Expectations for Successful Completion
- **TR-15B** – National Registry Accommodation Policy
- **TR-11C** – Certification Testing - BLS Programs
- **TR-07** - Informed Parental Consent for BLS Students

## Attendance Policy

Students are expected to arrive on-time to every class session. Students arriving more than 15 minutes late will not receive credit for that lab. The Virginia Office of EMS requires students to attend 85% of face-to-face meetings which means **only 2 absences are permitted**. *Those attending 100% of all sessions will be most successful in the program.*

Attendance at the orientation session and exam sessions is mandatory. The dates and times cannot be moved so please plan accordingly.

## Dress Code

Professional appearance is critical to building trust with patients, providers, and the community. As such, students are required to wear their uniform polo with a pair of black or navy blue pants, a black belt, a watch, and black closed-toe shoes. This requirement applies to any classroom and clinical time including study sessions held at CARS. Students are asked to be mindful of their personal hygiene to include excessive use of perfumes/colognes.

# EMT Program Handbook

## Discrimination Policy

Emergency Training Solutions, LLC. is committed to providing a learning environment that is free from discrimination, harassment, and retaliation. Discrimination based on race, color, national origin, ethnicity, age, sex, gender identity or expression, sexual orientation, religion, disability, veteran status, or any other characteristic protected by applicable federal, state, or local law is strictly prohibited.

This policy applies to all aspects of program participation, including admissions, classroom instruction, clinical placements, field internships, and interactions with staff, patients, and peers. Harassment, including verbal, physical, visual, or written conduct that creates a hostile or intimidating environment, will not be tolerated.

Any student who experiences or witnesses discriminatory behavior is encouraged to report it promptly to the Program Director. Retaliation against anyone who reports a concern in good faith is strictly prohibited.

## Grievance Procedures

Emergency Training Solutions, LLC. strives to create a learning environment that fosters physical and psychological safety for all instructors and students. In the unlikely event that you wish to file a complaint against a peer or an instructor, please submit a written statement including the date, time, location, involved parties, and a description of the incident. This must be delivered to the Program Director within 5 business days.

The Program Director will conduct an internal review of the matter which may involve interviews with all parties subject to the complaint, and seek counsel from the EMS Physician and Office of EMS as appropriate. A written response will be delivered within 15 business days noting the results of that review and actions taken to resolve the matter.

# EMT Program Handbook

## Clinical Patient Confidentiality

Patient information obtained during clinical rotations is considered confidential both ethically and legally. Discussion with preceptors and instructors is permitted when used for educational purposes only and when in a private setting. Any other open or public discussion of confidential patient information outside the clinical setting is prohibited. Pictures/photos/videos may not be recorded of any patients, bystanders, agency personnel or other individuals, or clinical or field sites/locations/scenes. Confidential patient information is defined as any information which would specifically identify an individual. This includes, but is not limited to name, address, Social Security number, date of birth, or driver's license number. At times this may also include specific details, not known to the public.

## Social Media Use

Under no circumstances may any information, including photos, regarding patient contacts or clinical or field encounters be posted, discussed, or alluded to on a social media platform or email, regardless of whether names, locations, or circumstances are identified. In other words, even if the student feels that the situation or incident is not recognizable, no information may be posted. Sharing of information is also a HIPAA violation and is prohibited by law. Posting information that is discriminatory, defamatory, or malicious regarding patients, other students, clinical sites, or the Program will result in immediate dismissal.

# EMT Program Handbook

## Clinical Site Requirements

Our clinical partner sites require students to carry proof of a current-series flu vaccination. Students must also sign student observation agreements for the Charlottesville-Albemarle Rescue Squad and UVAHealth which are delivered on the first day of class.

## Contact Hours Disclaimer

The Commonwealth of Virginia does not have a minimum requirement for course contact hours. The hybrid EMT program requires at least six (6) hours of independent study each week and two (2) hours of in-person labs each week in addition to FEMA, AWR, and clinical modules required for the program. While this generally matches or exceeds the number of contact hours for many other traditional programs, ETS cannot guarantee that hybrid course contact hours will be accepted in other state EMS systems. It is your responsibility to understand reciprocity requirements for your home state.

## Course Evaluations

ETS is committed to continuous improvement. Students will be asked to complete an evaluation of each face-to-face lab using Platinum Planner which will aid us in producing enhancements to future programs.

## Consent for Photography and Videography

Emergency Training Solutions personnel may take photographs or video of lab sessions for educational and promotional purposes. If you wish to not be portrayed in this manner, please **opt out** by signing below:

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

# EMT Program Handbook

## Student Learning Domains

The 2021 National Emergency Medical Services EMS Education Standards require programs to evaluate students in three learning domains. You must demonstrate satisfactory demonstration of skill in each of these domains to satisfy course requirements.

**Cognitive** - Describes learning that takes place through the process of thinking, dealing with facts and knowledge.

- Readings
- Examinations
- Street Scenes Exercises

**Affective** - Describes learning in terms of feelings/emotions, attitudes, and values. Covers professional behaviors required by EMS clinicians in the field.

- Class Participation & Presentations
- Patient Assessment Scenarios
- Clinical Observation Evaluations
- Timely, Accurate Student Submissions

**Psychomotor** - Describes learning that takes place through the attainment of skills and bodily or kinesthetic movements.

- Instructor-observed Skills
- Peer-to-Peer Skills
- Patient Assessment Scenarios

# EMT Program Handbook

## Examinations

There are six (6) un-proctored module examinations that will be administered via EMS Testing. Please review the course schedule for specific due dates.

Exams will open at 12:00am on Sunday and are due by 11:59pm on Friday, prior to the synchronous lab meeting. Please complete your readings prior to taking the examination.

While taking your exams, you cannot move backward to change an answer which mimics the behavior of the National Registry of EMTs (NREMT) examination. Some questions may not be directly related to current reading assignments and represent extended cognitive assessment. This is normal and accounted for as part of our “cut score” grading mechanism—tying credit awarded to question difficulty.

**Exams are not open book, and you are on your honor to complete each on your own without assistance from notes or other students.** Cheating will not be tolerated, and you will be dismissed from the program without refund.

A passing grade for all examinations is a 73%. If you miss an exam, you will receive a 25% reduction in your exam grade which will greatly impact your ability to achieve the required exam average.

Students must have a cumulative average of 73% or higher on all module exams to pass the course.

# EMT Program Handbook

## Lab Submissions

There are five (5) labs that you will submit via Platinum Planner by the due dates listed in the course schedule. **Labs will only be submitted once all components of the lab are complete.**

- **Co-Requisite Certifications**

- CPR certification
- IS-5, IS-100, IS-200, IS-700, IS-800
- AWR-111, AWR-160

- **Street Scenes Exercises**

- Separate document for each week's chapters (e.g. "Chap. 1-8, 22-24")

- **Peer-Reviewed Skills**

- Twenty (20) attempts for blood pressure, pulse, respiratory rate, auscultating lungs, and pupils
- Two (2) attempts for all remaining hands-on skills

- **Instructor-Led Scenarios**

- One (1) successful medical and one (1) successful trauma
- All attempts, successful or not, should be logged with documentation

- **Student Evaluations of Learning**

- All course documents and presentations are available for download within this lab
- Evaluation feedback is optional but highly desired

Please review the "Platinum Planner Student Guide" for details on how to document skill attempts.

**All documents should be labeled as follows: LastName\_FirstInitial\_DocumentName**  
(Example: Carls\_J\_CPR)

# EMT Program Handbook

## Clinical Opportunity Submissions

The clinical component of the course provides students an opportunity to **observe** certified pre-hospital and hospital professionals performing assessments and treatments on live patients. Students are not certified and as such, may not perform any interventions on patients. However, at the discretion of the clinical preceptor, they may take vital signs and/or ask questions of patients to enhance skills and understanding.

Please register for a shift with [UVAHealth](#) and [CARS](#) after week 4 and limit yourself to **one sign up for each clinical site**. Questions about the registration process should be directed to the Program Coordinator.

You must submit documentation of your clinical experiences in Platinum Planner. **Your submission(s) must include the following to be credited toward requirements:**

- A total of ten (10) documented clinical hours
- A total of ten (10) documented patient contacts (*up to 5 simulations*)
- A total of one (1) patient care report (PCR) for each rotation
- A preceptor evaluation and signature for each rotation

Please tell your preceptor that you need their evaluation and signature **at the start of the shift** to ensure that you all set a time to debrief and complete that. Opportunities will be rejected without all components completed resulting in more clinical time for you.

Please review the “Platinum Planner Student Guide” for details on how to document clinical patient contacts.



# EMT Program Handbook

## Terminal Competency Exam

This hands-on, scenario-based examination is your opportunity to demonstrate proficient assessment, treatment, and reporting on patient complaints in a pre-hospital setting.

You will take part in one (1) medical assessment and one (1) trauma assessment with a partner and serve as the Attendant-In-Charge (AIC) for one of the two scenarios.

The **AIC** is responsible for **all** patient interactions, assessments, and treatments including taking vital signs. AICs may delegate note taking tasks and/or request **support** with hands-on skills such as manual extremity stabilization, c-spine, and/or supine immobilization.

**Assistants** may provide **recommendations** to the AIC if there are critical measures not being taken or taken inappropriately by the AIC. These “nudges” will be noted by the evaluator and considered by the instructor when determining each candidate’s competency.

You will be evaluated using the criteria established by the Virginia Office of EMS. You and your partner must score at least 1-point for each component and earn a total of 10 points, without failing to address mandatory actions.

Immediate retakes will be considered on a case-by-case basis by the course instructor based on the written feedback provided by the evaluator.

## Course Cognitive Exam

This proctored, computer-based exam is 100 questions from across the EMT curriculum. You will have 90 minutes to complete the examination.

A 73% is required to pass the exam. **There are no retakes provided.**

# EMT Program Handbook

## Satisfactory Course Completion

Emergency Training Solutions, LLC. requires all components of the course to be completed by the due dates established on the course schedule. It is the student's responsibility to monitor their progress on deliverables and ensure timely submissions of exams and labs.

As this course is not offered for academic credit, it is pass/fail. Successful completion of the course requires the following course components to be completed by the listed due date in the course schedule:

- Compliance with the attendance policy
- Completion of all co-requisites, street scenes exercises, peer-to-peer skills, and instructor-led scenarios
- Completion of module exams with a 73% cumulative average
- Completion of 10 hours of clinical time and documentation of 10 clinical patient contacts
- Satisfactory completion of the terminal competency **and** cognitive exams
- Registration with the Virginia Office of EMS and National Registry of EMTs
- Completed candidate application with the National Registry of EMTs

## Notification of Needs Improvement

Program administrators will monitor module exam scores and in-class performance, and reach out to students to understand challenges. It is the student's responsibility to act upon feedback and improve performance.

## Awarding "Incomplete" Status

Students experiencing extreme hardships may appeal in writing to program administrators to be awarded an "incomplete." If awarded, the student must complete remaining course requirements during the next scheduled program. This includes class attendance, timely lab submissions, and examinations.

# EMT Program Handbook

## Program Dismissal

Students may be dismissed for the following reasons: failure to adhere to attendance policy, failure to comply with program policies, or failure to maintain required standards of achievement. Students will be notified in writing with a detailed justification for the dismissal.

## Accommodations for Students with Disabilities

The Program provides reasonable and appropriate accommodations for students with a documented disability. In accordance with the Americans with Disabilities Act (ADA), it is the student's responsibility to notify the Program, in writing, of any diagnosed disability and provide the appropriately prescribed accommodations requested. This documentation must be provided at the time of enrollment and at least 15 business days prior to the first day of the Program.

**Please note:** The Program may provide accommodations during the course. However, there is a separate process for requesting accommodation for the National Registry of EMT (NREMT) exam. Receiving accommodation from the Program does not necessarily mean the graduate will receive accommodation from the NREMT for their exam.

Because of the critical nature of the tasks needed in emergency situations, accommodation requests are considered carefully on a case-by-case basis. The safety and welfare of the public must be ensured while providing protection of the candidate's rights.

## State or National Registry Certification

The program **prepares** students for success on the NREMT examination but does not guarantee EMT certification by NREMT or certification by the State for the legal privilege to practice pre-hospital emergency care.

# EMT Program Handbook

## Classroom Etiquette

- Be respectful of all instructors, students, and clinical partners. Use of obscene language or demonstration prejudice against any person or group will not be tolerated.
- Complete all assignments and exams without assistance from texts, online resources, notes, classmates, or other individuals.
- Act with professionalism. During class and clinicals, you are a representative of yourself, Emergency Training Solutions, and our partner agencies.
- Actively listen to instructors and ask questions if something is unclear. Please do not make us repeat ourselves ad nauseum because you failed to pay attention.
- Actively participate in class discussions and be engaged during presentations. When someone else is speaking, you should not be. If you want to sleep, we will send you home to do so.
- Silence all EMS radios, cell phones, pagers etc. during class sessions. You are not permitted to be on duty while in class.
- Avoid the use of computers, cell phones, and tablets during class unless for educational purposes (i.e. note taking or assignments). If a call or text cannot wait, please leave the classroom to handle your business.
- Report injuries or malfunctioning equipment to the program director immediately.

# EMT Program Handbook

## Classroom Etiquette

- Assist with returning equipment and furniture to the condition it was in when you arrived for class. Push in your chairs and discard your trash.
- Do not consume alcohol, tobacco products, or other drugs during class or clinicals. Students will be sent home from class if there is evidence of them being under the influence of drugs or alcohol. Please advise the instructor if you are taking required prescription medications that will affect class performance.
- Follow established protocols in the classroom and clinical placement sites for disease prevention to include use of personal protective equipment.
- Do not bring weapons to class.

# EMT Program Handbook

The **mandatory orientation** for all students will be held on January 17 from 1pm to 3pm.

| Week # | Readings       | What's Due on Friday?                              | Lab Topic<br>Date                                      |
|--------|----------------|----------------------------------------------------|--------------------------------------------------------|
| 1      | Chapters 1-4   |                                                    | <b>EMT Wellbeing &amp; MedLegal</b><br>January 24      |
| 2      | Chapters 5-8   | Module #1 Exam<br>Street Scenes, Chap. 1-8         | <b>Vitals &amp; BSI</b><br>January 31                  |
| 3      | Chapters 11-13 |                                                    | <b>No Lab Meeting Today</b><br>February 7              |
| 4      | Chapters 14-17 | Module #2 Exam<br>Street Scenes, Chap. 11-17       | <b>Assessment &amp; Documentation</b><br>February 14   |
| 5      | Chapters 9-10  |                                                    | <b>Airway &amp; Breathing</b><br>February 21           |
| 6      | Chapters 18-21 | Module #3 Exam<br>Street Scenes, Chap. 9-10, 18-21 | <b>Medications &amp; Cardiac Emerg.</b><br>February 28 |

# EMT Program Handbook

| Week # | Readings           | What's Due on Friday?                            | Lab Topic<br>Date                                                           |
|--------|--------------------|--------------------------------------------------|-----------------------------------------------------------------------------|
| 7      | Chapters 22-25     | Co-Requisite Certifications Lab                  | <b>Neuro/Endocrine Emergencies<br/>Medical Scenarios</b><br><br>March 7     |
| 8      | Chapters 26-28, 36 | Module #4 Exam<br>Street Scenes, Chap. 22-28, 36 | <b>Childbirth &amp; Complications<br/>Medical Scenarios</b><br><br>March 14 |
| 9      | Chapters 29-32     |                                                  | <b>Bleeding Control<br/>Extremity Splinting</b><br><br>March 21             |
| 10     | Chapters 33-35     | Module #5 Exam<br>Street Scenes, Chap. 29-35     | <b>Supine Immobilization &amp; KED<br/>Trauma Scenarios</b><br><br>March 28 |
| 11     | Chapters 37-41     | Module #6 Exam<br>Street Scenes, Chap. 37-41     | <b>MCIM I<br/>Trauma Scenarios</b><br><br>April 4                           |
| 12     |                    | Street Scenes Lab                                | <b>Skills Day!</b><br><br>April 11                                          |

# EMT Program Handbook

| Week # | Readings | What's Due on Friday?                                                             | Lab Topic<br>Date                                                                             |
|--------|----------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 13     |          | Peer Reviewed Skills Lab<br>Instructor-Led Scenario Lab<br>Clinical Opportunities | <b>Mandatory Terminal Competency Exam</b><br><br>April 18<br>12:30pm to 5:30pm                |
| 14     |          |                                                                                   | <b>Mandatory Cognitive Exam<br/>Last Class Paperwork</b><br><br>April 25<br>12:30pm to 3:00pm |

**Congrats! You made it!**



# ETS Course Agreement

I have read and fully understand the rules, policies, and expectations related to my participation in this hybrid, accelerated EMT course presented by Emergency Training Solutions, LLC. My signature below indicates my agreement to participate in the course as prescribed in the EMT Program Handbook.

STUDENT NAME (printed): \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_

*Minors must also have a parent/legal guardian sign.*

PARENT/GUARDIAN NAME (printed): \_\_\_\_\_

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_

Emergency Training Solutions, LLC affirms that the above student is registered for this course and has fulfilled all requirements for entry into the program. The student has received all course materials and been fully briefed on course expectations as indicated in the EMT Program Handbook.

PROGRAM COORDINATOR: \_\_\_\_\_

Please upload a copy of a valid government-issued ID (i.e., passport, visa, license).