



Hybrid EMT Program Student Handbook

EMT Program Handbook



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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 400 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 meeting you!



Owner and Director of Education

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Accreditation

In Virginia, accreditation for EMT programs is ***optional***. Our hybrid EMT program meets the state's required standards for education and is fully approved to prepare you for certification.

In 2025, ETS made the decision to voluntarily pursue accreditation through the Virginia Office of Emergency Medical Services to demonstrate our ongoing dedication to quality, continuous improvement, and transparency. Our application is currently under review.

We are committed to not only meeting but exceeding the benchmarks for rigorous, high-caliber EMS training.

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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. Didactic self-study using online learning platforms will be reinforced and enhanced during weekly in-person labs where students will apply concepts to case studies, presentations, hands-on skills, and patient assessment scenarios. Students will also observe clinical care in both emergency department and EMS settings.

The program does not award academic credit through any institution of higher learning, nor is it directly affiliated with any EMS organization.

Core Faculty & Administration

Noah Hillstrom, B.S., NR-P, FP-C
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Joey Carls, M.S., MPA, EMT
EMT Program Director
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Forrest Calland, M.D.
EMS Physician
james.forrest.calland@gmail.com

Student Support

Kellyn and Joey are the primary contacts for the program. Email and text are preferred methods of outreach and inquiries will be responded to within 24 hours. Office hours will be held on all class meeting dates from 2:30-3:30pm.

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Fees & Materials

The **comprehensive fee** is \$1450. The fee covers the cost of administration and instruction, subscriptions to learning management systems and the e-text, student supplies, and facility use.

Due to the high demand for our courses, a **non-refundable** deposit of \$500 is required to reserve a seat. Remaining tuition (\$950) may be paid at <https://www.ets4life.com/final-payment>. Payment is due in full at least one week prior to the course orientation. Non-payment will result in removal from the course roster.

NREMT Testing Fee: Upon successful completion of the course, the first attempt at the NREMT examination will be covered by the Office of EMS. Subsequent attempts will be at the student's expense.

ETS Provided Materials

- E-Text: Emergency Care, 14th Edition w/MyBradyLab
- EMS Testing & Platinum Planner subscriptions
- ETS uniform polo & vitals kit

Student Provided Materials

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

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

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Course Eligibility

The process of becoming an EMT in the Commonwealth of Virginia carries the following student requirements as outlined in OEMS policy [TR-35](#):

- 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.
- 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 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.

Required Background Check

The Virginia Office of EMS requires students to [complete a background check](#) validating their eligibility pursuant to policy TR-35. Students must make an [appointment with FieldPrint](#) within 5 days of orientation. Students who do not pass a background check may not enroll and will be eligible for a 50% refund.

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Course Location

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

Parking & Student Entrance

Students are permitted to park in the public parking areas denoted in orange (overflow denoted in teal). The student entrance to the far left of the building opens at 12:15pm on class days.



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 workspaces remain clean. 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.

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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.

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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 Owner & Director of Education **within 5 business days**.

The Owner & Director of Education 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.

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Biohazard Exposure

Students are expected to follow all infection control practices and use appropriate personal protective equipment (PPE) when participating in clinical, laboratory, or field experiences. In the event of an occupational exposure to blood, bodily fluids, or other potentially infectious materials (e.g., needlestick injury, blood or body fluid exposure to the eyes, nose, mouth, or non-intact skin), the student must immediately notify their preceptor or supervising provider and follow the exposure reporting and treatment procedures of the clinical site. Students should seek medical evaluation and follow-up care as directed by the clinical site and/or their healthcare provider. In addition, all exposure incidents must be reported to program staff as soon as possible, but **no later than 24 hours** after the incident. Failure to promptly report an exposure may affect the student's ability to receive timely medical evaluation, treatment, and program support.

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.

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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. 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 discriminatory, defamatory, or malicious information regarding patients, students, clinical sites, or ETS will result in immediate dismissal.

AI Tool Use

Artificial Intelligence (AI) tools may be used to support learning by helping students understand course concepts, generate study materials, brainstorm ideas, and improve writing clarity. Unless expressly authorized by the instructor, AI tools may not be used to complete or generate responses for graded assignments, presentations, exams, discussions, or other assessments. Students are responsible for understanding the risk of receiving both accurate and misleading information when using AI. Use of AI during exams or submission of AI-generated work as original student work is inappropriate and will result in your immediate dismissal from the program.

Platinum Education Copyright Policy

Students who attempt to highlight, cut/copy, download, or transcribe any content, including test questions or answers from Platinum Ed may have their account **permanently banned**. A ban restricts your continued ability to take part in our program. ETS is held harmless for any student infraction that results in termination by the Platinum Education Group. Full details may be accessed at <https://www.platinumed.com/policy-on-unauthorized-publishing-of-our-content>.

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Clinical Site Requirements

Our clinical partner sites require students to carry proof of a current-series flu vaccination. Documentation must clearly identify the student, vaccination, and date of administration. 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 required pre-requisites and clinicals. 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. Students should contact home EMS offices for details on reciprocity as a NREMT in Virginia.

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: _____

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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

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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, we will allow a second opportunity to take the exam for a 25% score reduction which will impact your ability to maintain the required module exam average.

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

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Student Submissions

During orientation, students will be required to submit the following items via DocuSign which will be appended to OEMS and ETS paperwork:

- **Government photo ID**
- **Certificates of completion** for IS-5, IS-100, IS-200, IS-700, IS-800, AWR-111, AWR-160

Before the final exam, students will submit the following in Platinum Planner:

- **Peer-Reviewed Skills**
 - Vital signs practice log (15 successful attempts of each skill)
 - Treatment skills practice log (2 successful attempts of each skill)
- **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**
 - Evaluation feedback is optional but highly desired

On the final day of class, students will submit the following via DocuSign:

- **Street Scenes**
 - Single PDF document containing all 41 chapter-end exercises
- **CPR Certification**

All uploads should be labeled as follows: LastName_FirstInitial_DocumentName
(Example: Carls_J_MedicalAttempt1)

Platinum Planner instructions are available on the [student resources site](#).

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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 and virtual patients. Students are not certified and as such, may not perform any interventions on patients.

UVAHealth and CARS will block one shift per student during the term. Dates will be provided as soon as practicable but not later than week 5. To fulfill the Commonwealth's clinical hours and contact requirements, students must complete one rotation with each agency. Shift schedules are as follows:

Charlottesville-Albemarle RS

0600-1800

1800-0600*

UVAHealth Emergency Dept

1000-1500

1500-2000

2000-0100*

*Minors may not attend these shifts with CARS/UVA

Students must have ten (10) clinical patient observations. Five (5) of these may be simulated, run by a certified EMT, and logged in Platinum Planner.

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

- Identification of your preceptor (first and last name only)
- Documentation of your patients (age, gender, chief complaint)
- Upload of one (1) patient care report in CHART format (CARS only)
- A preceptor evaluation and signature

Please review the instructions on the [student resources site](#) for details on how to sign up for observations and document clinical patient contacts.

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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 and one (1) trauma assessment with a partner, serving 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 and overall course engagement and performance.

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.**

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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:

- All pre-requisite courses
- Signed all DocuSign agreements
- Attendance policy compliance
- Platinum Planner labs and skill requirements
- A cumulative module exam average of 73%
- Ten (10) clinical hours and ten (10) documented patient observations
- Passing scores on the terminal competency **and** cognitive exams
- Registration with the Virginia Office of EMS and National Registry of EMTs
- 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.

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.

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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.

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 or before the orientation session.

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.

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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.

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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.