

Frequently Asked Questions

- ***What is ETS' pass rate on the NREMT?*** We have had first-time pass rates consistently around 84% for the past several years with a three-attempt pass rate of over 90%. The first-time pass rate well exceeds the Virginia EMT program average.
- ***Where do ETS students end up?*** Many of our students volunteer with the Charlottesville-Albemarle Rescue Squad and Lake Monticello Rescue Squad. Others serve as ED techs at UVA or with career ambulance services.
- ***Can I get a refund of my comprehensive fee?*** The deposit is non-refundable. Students who withdrawal voluntarily within the first two lab meetings may receive a 50% refund of the remaining fees less a 5% inconvenience fee.
- ***Can I transfer my deposit to another term?*** Requests to transfer a deposit to the immediate next term may be honored if made at least one week prior to orientation and if seats are still available in that course.
- ***Do I have to have a flu vaccination?*** Students enrolling in our program must have proof of a current-series (or most-recent-series) flu vaccination. No exceptions.
- ***Where can I find information on pre-requisites required?*** Visit our website: <https://www.ets4life.com/prerequisites>. Links are provided to access all documents and courses.
- ***What if I already have a CPR card?*** Students will all be taught AHA Basic Life Support during orientation for the purpose of consistency and to ensure compliance with Virginia OEMS standards. There are no exceptions with regard to attendance at that session.

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- ***What if I have a documented ADA accommodation?*** Please inform the program director on the first day of class if you are seeking a accommodation. Due to the nature of EMS education, the only offered accommodation is time and one half on cognitive examinations.
- ***How are lab sessions structured?*** With limited exception, students should come prepared to review of core concepts, develop group presentations, and learn/demonstrate assessment and treatment skills. Prior cohorts expressed a strong desire for student engagement so we keep lectures to a minimum.
- ***Can I bring my lunch or a snack to the classroom?*** Yes, of course! We only ask that you clean up your workspace and throw away your trash.
- ***Where can I find electronic copies of student resources?*** At orientation, students are provided a access to a privileged portion of the ETS website: <http://www.ets4life.com/student-resources>. Students who have forgotten the password should reach out to the program coordinator.
- ***What if I miss a class?*** Notify the program coordinator and director promptly and plan to attend office hours at the next class meeting. You are still responsible for all didactic material & module examinations.
- ***What if I miss a module exam?*** Notify the program coordinator immediately and ask to have it reopened. Once re-opened, you will have a maximum of 24 hours to complete the exam. A 25% penalty will apply.
- ***Can I get an extension on my course requirements?*** We do not offer extensions or exceptions to deadlines and requirements. Students facing extreme hardship should contact the program director and discuss options for taking an “incomplete” and finishing in the next term.

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- ***What happens if I get a permanent ban from PlatinumEd?*** ETS does not have the ability to renew your access so please follow Platinum Education policies as noted in the course handbook.
- ***Where do I go for my CARS clinical?*** Please ring the doorbell at the front entrance to the building and ask to speak with the crew captain. Please arrive at least 15 minutes early.
- ***Where do I go for my UVA clinical?*** Please enter the Emergency Department via the Lee Street patient entrance. Inform the reception that you are an EMT student attending your clinical rotation.
- ***What should I wear to my clinical observation shift?*** Please wear your ETS-issued polo with navy/black pants and black closed-toe shoes--same as required for class meetings.
- ***What are the steps to obtain certification?*** Following successful completion of this program, students will be approved (within 2-3 days) to take the NREMT examination. Monitor your NREMT portal for your authorization to test (ATT) letter. Once received, register for a testing time at <https://www.pearsonvue.com/us/en/nremt.html>. Results are usually provided within 1-2 business days.
- ***How many attempts do I have at the NREMT exam?*** Students have three attempts to pass the examination before seeking remediation through ETS. After six unsuccessful attempts, a new course must be completed.