

**Mandatory or Voluntary Withdrawal-** Students may be administratively withdrawn from a course for good cause when the EMS Medical Director deems such withdrawal is necessary. A student, who finds it necessary to withdraw from the program, must have a conference with the EMS Course Coordinator prior to withdrawing. Students who have withdrawn from the program may apply for readmission. However, this in no way guarantees acceptance back into the program.

**Program Dismissal-** The Peoria Area EMS Education Office reserves the right to dismiss a student from the Program at any time. Dismissal from the Program may be for a good cause or based on educational criteria. Good cause includes, but is not limited to, the following:

- explicit use of profanity, insubordination, inappropriate words, or innuendo;
- falsifying/altering records or cheating on exams;
- abusing, stealing, destroying any property in the classroom, on grounds of the classroom or clinical and field education agency premises;
- violating confidentiality policy;
- possession of guns or weapons in the classroom, training Program facility or at the clinical or field education agency;
- violating or falsifying health/incident forms (including not reporting properly);
- willfully disregarding course or clinical and field education agency policies;
- failure to maintain satisfactory academic grades and/or clinical and field performance;
- failure to follow and maintain attendance policies;
- unprofessional or unsafe patient care upon recommendation of clinical, field personnel or instructor;
- any harassment, including sexual harassment;
- as part of process of chemical impairment policy implementation;
- representing self as a student to patients during nonscheduled hospital or field clinical times;
- theft of any kind;
- false or misleading representation of student's Program level at or to clinical field sites;
- unsafe or inappropriate practice in clinical or classroom assignments;
- failure to follow established policies of hospital and field clinical agencies;
- failure to meet any of the essential job/skill functions of the Program;
- failure to comply with the tuition payment policy;
- poor attendance demonstrated by unexcused absences;

- any violation of the “Educational Responsibility” policy or other policies in this handbook;
- Failure to complete clinical requirements ON TIME:

EMT: All hospital clinical time must be completed before the last didactic session.

Paramedic, ECRN, & PHRN All Hospital clinical time and laboratory skills proficiencies must be completed before the last didactic session. All field clinical time must be completed by the final completion date listed on the approved IDPH training application.

- By the end of the didactic section the student has not completed the required skills and/ or patient contacts within laboratory and/ or hospital clinical settings.
- For all courses, students must have an 80% on all “High Stakes” section exam scores to continue on with the Program;
- Failure to demonstrate proficiency in all skill stations

**REFUND POLICY-** Students who have been withdrawn from a class for any reason will not be given a refund of any of their paid tuition and fees.

**READMISSION-** Students who are dismissed from the Program must have their request for readmission reviewed by the EMS Medical Director prior to re-entrance into any future courses.

**APPEALS PROCESS-** The dissatisfied student should discuss his or her complaint with the Course Instructor first. The Course Instructor will make every effort to resolve the problem. If, however the student still feels dissatisfied, he/she may file a formal, written complaint.

The appeals process is a progressive procedure, which follows the established chain of command. A student wishing to file a written complaint should:

- Present his/her written complaint to the EMS System Manager within five days of the event, which has prompted the complaint.
- The EMS System Manager will respond within five working days with a written statement. If the student is still dissatisfied, then he/she may progress to the next step.
- Within five working days of the response from the EMS System Manager, the student may submit a written statement to the EMS Medical Director. The EMS Medical Director will respond within five working days of receipt of the complaint. The EMS Medical Director’s decision is final.

**IT IS THE PRACTICE OF PAEMS TO ASSIST ALL STUDENTS IN FINDING FAIR AND JUST SOLUTIONS TO PROBLEMS RELATED TO THEIR EDUCATION. AS A GENERAL RULE, PROBLEMS CAN BE RESOLVED THROUGH THE NORMAL ADMINISTRATIVE STRUCTURE**

**(LEVELS OF SUPERVISION).**