



NCTI - Springfield Course Catalog

2025

January 1 – December 31, 2025

Administrative Office

2995 Foothills Blvd., Suite 100, Roseville, CA 95747
916 960-6284 toll free 888 609-6284 fax 916 960-6296

NCTI.edu

Springfield Massachusetts Campus Location

595 Cottage Street
Springfield, MA, 01104
413 846-6150 fax 413 733-5263

Lori Burns, RN, MSN

Ntl. VP Learning/Chief Academic Officer

Margaret Franklin, RN, MSA

Director of Education Services/Dean

Lena Rohrbaugh

Director of Learning Administration

Charise Arthur

Manager of Business Administration

Mission Statement

NCTI is dedicated to the delivery of high-quality education in the field of emergency medical services.

Goals

To prepare Paramedics who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

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Catalog Information

Note: this catalog is updated annually

Note: this catalog is effective January 1, 2025

Note: the Course Catalog is available on the website at ncti.edu or by contacting NCTI at 916 960-6284 to request a copy via mail or email.

Program Information Disclaimer

From time-to-time various regulatory, accreditation, public health, or other operational requirements make changes to Program information and policies necessary. When this

occurs, changes may be implemented during the term the student is enrolled or the catalog year. In this situation, the staff will work with the students to meet and accommodate the new requirements when possible.

Message from the Chief Academic Officer

Thank you for considering the NCTI - Springfield EMS Education Program for your education in emergency medical services. NCTI was founded in 1988 to prepare emergency medical responders of all levels. The EMS profession has grown and changed over the years: from our professional designations (EMT and Paramedic for example), equipment, and scope of practice to name a few. Our curriculum has changed and evolved as well: from the National Standard Curriculum to the National EMS Education Standards. And with the curriculum changes, at the NCTI - Springfield EMS Education Program, our instructional methodologies have also evolved. Our classrooms are interactive, and the learner is engaged as an active participant in the education process. All domains of learning are stressed and critical thinking and problem solving are emphasized. Knowing the what, why, and when (cognitive) is reinforced with how (psychomotor) and also how to interact with our patients and team members (affective). At the NCTI - Springfield EMS Education Program our goal is to graduate competent practitioners who care for their patients and strive to be future leaders of their profession.

If you are interested in beginning or continuing a career in emergency medical services, talk to the Program Director or the Business Office and find a schedule that fits your needs. Best of luck in your career!



About the NCTI - Springfield EMS Education Program

Prospective students are encouraged to visit the NCTI campus in Springfield, MA and discuss personal educational and occupational plans with the Program Director prior to applying or signing an enrollment agreement. The NCTI - Springfield EMS Education Program offers certificate of completion program. NCTI partners with Columbia Southern University in Orange Beach, Alabama to form a consortium that sponsors the Paramedic Program. An articulation agreement for the Paramedic certificate completion is available for individuals interested in completing an Associate degree through Columbia Southern University. The NCTI - Springfield Paramedic Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). The program currently does not qualify for federal Title IV student financial aid, though from time to time other private sponsorship or scholarship programs are available from EMS employers, including the NCTI parent organization, American Medical Response. In some locations, grant funding is periodically available to qualified individuals to pay for or assist with tuition and/or fees.

“All information in the content of this school catalog is deemed current and correct as of the date of revision and is so certified.”

Diversity/Discrimination Statement

NCTI and its staff and instructors do not discriminate on the basis of race, ethnicity, gender, sexual preference, or disability. Acts of discrimination or creation of a hostile environment on the part of any student or faculty are not tolerated. NCTI strives to foster an equal and positive learning environment. Harassment in any form is not tolerated. Harassment is defined as unwelcome or unsolicited conduct that is verbally, physically, or visually expressed. Harassment includes any form of sexual harassment including unwelcome sexual advances and sexual innuendo such as touching, patting, sexually suggestive remarks or other verbal abuse about gender, demands for sexual favors, sexual assault, or offensive material or language whether written or visual such as degrading pictures. This list is not exhaustive, and any unwelcome behavior may be considered harassment.

Accreditations/Approvals

The NCTI – Springfield Paramedic program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)
727 210-2350
www.caahep.org

Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP)
Phone: 214 703-8445
www.coaemsp.org

NCTI partners with Columbia Southern University in Orange Beach, AL to form a Consortium Program Sponsor for the Paramedic Programs. Columbia Southern University is institutionally accredited by Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), an accrediting body recognized by the U.S. Department of Education.

Southern Association of Colleges and Schools Commission on Colleges
1866 Southern Lane
Decatur, GA 30033
404-679-4500
<https://deac.org/> SACSCOC.org

NCTI Paramedic Programs maintain an articulation agreement with Columbia Southern University for graduates to obtain college credits toward an Associate of Applied Science (AAS) degree.

Courses Offered

Courses in emergency medical care are offered through the NCTI - Springfield EMS Education Program. Contact the NCTI Administrative Office at 1 888 609-6284 or the NCTI - Springfield EMS Education Program office at 413 846-6155 for course dates or visit NCTI.edu. Course hours listed below are minimums and students must also attain all course competencies.

Emergency Medical Technician (EMT)

160 Hours

Paramedic

1012 Hours

Note: The NCTI – Springfield Paramedic Program is a consortium sponsored by American Medical Response of Massachusetts, Inc. dba NCTI and Columbia Southern University.

The NCTI administrative offices in Roseville, CA, are open Monday through Friday from 8:30 a.m. to 4:30 p.m. Pacific time. Staff are available to answer questions and process enrollments. Depending on the program and the schedule, class may be scheduled: all day; partial day; or evening hours; and may include Saturday sessions. Questions regarding enrollment or schedule can be directed to the Business or Registration Office at 916 960-6284 or the NCTI - Springfield EMS Education Program office at 413 846-6155.

The NCTI - Springfield EMS Education Program observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following Thanksgiving, Christmas Eve day, and Christmas Day. Courses are not usually scheduled between Christmas and New Year's Day.

The NCTI - Springfield EMS Education Program Location and Facilities

595 Cottage Street
Springfield, MA, 01104

[Click here for map](#)

Facilities

The educational facilities at the NCTI - Springfield EMS Education Program includes classroom and laboratory spaces that accommodate both large and small group learning activities. The NCTI - Springfield EMS Education Program facility meets the fire and life safety standards as outlined in the Massachusetts Comprehensive Fire Safety Code (527 CMR 1.00).

Equipment

The NCTI - Springfield EMS Education Program maintains a large inventory of educational and medical equipment specifically designed for educating emergency medical services (EMS) personnel in today's healthcare environment. The inventory includes specialized anatomical models and interactive manikins and other devices designed to simulate the human body. Cardiac monitors and other prehospital technology are available for hands-on education. Students learn to manage the airway, ventilate patients, support vascular status, and treat shock. In the advanced programs, students initiate intravenous lines and administer medications as allowed by state and national scope of practice.

Faculty

Instructional faculty are EMS professionals with additional education relating to instructional methodologies. The NCTI - Springfield EMS Education Program selects instructors carefully and recognizes the key role they play in facilitating learning in an organized format that progressively builds towards developing competencies and student success.

Course Format

Courses are typically offered through an in-person format on the campus unless otherwise specified in the Enrollment Agreement. However, in the event of a public health concern or other local disruption due to severe weather or other interruption of services, the course format may move to a remote delivery until the event resolves. In the situation where the course progression is suspended for a period of time, the Program Director will communicate with the student and a Course Interruption form will be completed. Depending on the nature of the disruption, course lab sessions, clinical rotations, or field internship may be suspended or delayed.

Periodically specific courses are designed to be delivered in a hybrid format and are advertised as 'hybrid'. The typical format is remote synchronous delivery of instructional content. Skill sessions are scheduled either at specified, spaced intervals during the course or as an intensive session at the end of the didactic instructional content. For programs requiring clinical and/or field rotations, these assignments may be completed in the locale of the student or using the resources of the main campus. In all cases, a fully executed affiliation agreement must be in effect and an approved Medical Director will be responsible for the student during clinical and field assignments.

Application/Registration Process

Registration

Visit [NCTI.edu](https://www.ncti.edu) to register and reserve space in the next available class. Class size is limited, and enrollment is offered to qualified candidates following screening. Contact the Registration Office during regular business hours to obtain an Enrollment Agreement for the EMT course or complete an online assessment prior to receiving an Application Packet for the Paramedic Program or visit [NCTI.edu](https://www.ncti.edu). All applicants must submit a completed Enrollment Agreement prior to the first class session.

Cancellation and Withdrawal

Enrollment may be cancelled or withdrawn by presenting a written, signed, and dated copy of the “Notice of Cancellation” to:

NCTI Business Manager
2995 Foothills Blvd., Suite 100,
Roseville, CA 95747

The effective date of cancellation is the date postmarked. Any refund due to the student will be processed by the school within 45 days of notification of cancellation or withdrawal.

Course Cancellation

The Program may, at its discretion based on enrollment, cancel a scheduled course. Notification of cancellation shall be given no less than five business days before the scheduled course start date.

Ability to Benefit

The NCTI- Springfield EMS Education Program requires that all applicants to the Emergency Medical Technician, Advanced Emergency Medical Technician, or Paramedic certificate program possess a high school diploma or equivalent. The NCTI - Springfield EMS Education Program does not offer the Ability to Benefit (ATB) exam.

Prerequisites

1. Applicant must be at least 18 years of age
2. Applicant must possess a high school diploma or equivalent
3. Applicant must possess a current American Heart Association Healthcare Provider card prior to the first day of class
4. Applicant must possess health insurance
5. Applicant must complete a background check to include drug screen
6. Applicant must provide proof of required immunizations and/or titer
7. COVID full vaccination is required (number of doses dependent on the vaccine brand). Exemptions are not permitted. Boosters may be required by state or local health authorities or clinical or field internship sites.
8. Specific prerequisites may apply depending on the program selected
9. Applicant must complete required TB testing prior to attending clinical or field internship rotations

Background Check

Applicants for the Paramedic programs must complete a background check. The background check must be negative, or at a minimum, allow the individual to be eligible for certification by the National Registry of EMTs (NREMT): Information on the NREMT policy is found at: <https://www.nremt.org/rwd/public/document/policy-criminal>.

Tuition and Fees

Tuition tables for specific courses appear with the course descriptions later in this catalog. Additional costs include texts, uniforms, and equipment/diagnostic tools (I.E. stethoscope, penlight, eye protection, safety-shears). Students are also responsible for a background check and health insurance. The fees in the tables in this catalog are effective April 1, 2025.

Tuition Payment

Tuition is due in full on the first day of class. The student Enrollment Agreement for the Paramedic Program indicates the payment schedule for tuition and fees for those requesting a payment plan. Fees must be paid as identified in the Agreement.

Refund and Withdrawal

An enrolled student may cancel enrollment until the end of the first-class session or the seventh day after enrollment, whichever is later, and receive a full refund of all monies paid, less the non-refundable registration fee, not to exceed \$100 for the EMT Program and \$250 for the Paramedic Program. Equipment, supplies, and materials provided by NCTI must be returned in good condition. Refunds are calculated on a prorated basis as specified in the Enrollment Agreement.

Financial Aid

The NCTI - Springfield EMS Education Program does not provide any form of student financial aid and does not participate in any federal Title IV or state financial aid programs.

Student Resources and Services

Student Handbook

The *Student Handbook* details Program Procedures, Guidelines, Directives, and requirements and is provided to students upon enrollment.

Library

The NCTI - Springfield EMS Education Program maintains a *Virtual Library* that is available to all enrolled NCTI students. Access is available through the Program Director. The NCTI - Springfield EMS Education Program also maintains a small physical library of media, materials, and resources at each campus to augment the *Virtual Library*.

Technology

Courses include online assignments and students must possess, or have access to, an appropriate electronic device: a laptop or other smart device is required. Computer availability on campus is limited: however wireless internet access is available.

Housing

NCTI does not provide dormitory facilities or any type of housing service. Housing is available locally at the student's sole expense.

Health

Health insurance is the responsibility of the student and students must maintain health insurance throughout the Program. NCTI does not provide health services of any type. Students are required to provide evidence of health insurance and immunization for: measles, mumps, rubella; tetanus/diphtheria (Tdap); hepatitis B; chicken pox; meningitis vaccination; COVID, influenza vaccination, and skin TB/PPD two-step process.

Drugs and Alcohol

Students are required to complete a drug and alcohol screen as part of the background check prior to admission. The drug screen must be clear of any substance that potentially causes impairment, including marijuana/cannabis. Possession of a medical marijuana card does not provide an exemption, and the applicant or student must test negative for cannabis.

Student Counseling Services

Students are encouraged to seek academic counseling from the course Instructor or the Program Director. Counseling includes anything that may potentially impact student success in the program. The Program Director is also available to answer questions regarding employment and/or employers in the EMS industry. Students seeking professional counseling for personal issues should contact the Program Director for potential referrals.

Smoking

The NCTI - Springfield EMS Education Program campuses are tobacco free and smoking, other tobacco products, or electronic cigarettes are not permitted.

Placement

The NCTI - Springfield EMS Education Program does not operate a Placement Office, however the Program Instructors, Program Director, and staff are available to provide information on positions available in the area.

Special Needs

The NCTI - Springfield EMS Education 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 NCTI - Springfield EMS Education 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 or course.**

English as a Second Language

The NCTI - Springfield EMS Education Program does not provide instruction for English as a Second Language (ESL).

English Language Services

The NCTI - Springfield EMS Education Program instructs all programs and courses in the English language only.

Students from Other Countries

The NCTI - Springfield EMS Education Program will admit students from other countries if they can provide the documents required in the NCTI admission process. NCTI does not provide visa services or vouch for student status, or any associated degree at this time. Applicants must possess a valid EMT or AEMT certification.

Student Academic Records

Transfer of Credits

The NCTI - Springfield EMS Education Program will consider accepting applicable emergency medical services course transfer credits from an institution accredited by an agency recognized by the U.S. Department of Education (USDE). The evaluation of the course(s) and recommendation to accept the course work is at the discretion of the Program Director.

Credit for Prior Learning/Experiential Learning

The NCTI - Springfield EMS Education Program does not grant credit for prior experiential learning.

Advanced Placement

The NCTI - Springfield EMS Education Program does not offer advanced placement for healthcare professionals wishing to challenge the course curricula and seek certification/licensure as an EMS provider. In all cases the standard application process and course curricula apply.

Records Retention

The NCTI - Springfield EMS Education Program maintains school and student records for a five-year period. Letters of confirmation of course completion or Record of Academic Achievement are retained indefinitely. Records are maintained at the Administrative Offices: 2995 Foothills Blvd., Suite 100, Roseville, CA 95747. Students may request in writing a copy of records or letter of confirmation of course completion/transcripts. A handling fee may apply.

Academic Procedures

Satisfactory Academic Progress

The NCTI - Springfield EMS Education Program requires students who are attending the Program to be making satisfactory academic progress toward the completion of the educational objectives for the program in which they are enrolled. All students must meet the minimum standards set forth in the Program's Satisfactory Academic Progress, or they shall be deemed not making satisfactory progress. Students eligible for specific financial aid (such as Veteran's Administration funding) may be considered ineligible by their funding source until satisfactory standards are met.

Procedures

Standards for satisfactory academic progress shall be applied to all students in all courses and programs. Specific aspects of satisfactory academic progress such as attendance, grading, academic probation, leave of absence, and the consequences of failure to adhere to the standards as published are addressed in separate policies in the *Student Handbook* that contains more detailed information and should be referenced as needed.

Program Responsibility

It is the responsibility of the NCTI - Springfield EMS Education Program, Program Director, Lead Faculty, and Clinical Coordinator, in cooperation with the assigned Educational Assistant and other administrative and business office staff, to maintain student records that allow monitoring of satisfactory academic progress.

Student Responsibility

The EMS programs are challenging academic endeavors. Students must plan on dedicating study time outside the classroom. The typical expectation is two hours of study for every one hour of class time. Students are also encouraged to form study groups which can provide an opportunity to explore topics with fellow students. Equipment, supplies, and classroom space are available for practice outside of normal lab hours if scheduled with an instructor.

Attendance

Student attendance and participation is necessary to complete any program. Each course varies by clock hours. Satisfactory progress towards earning a certificate means students must meet academic and attendance requirements as identified in the course syllabus. Failure to meet this requirement will lead to dismissal. Attendance includes tardiness.

Grading

Each course syllabus stipulates a minimum passing percentage grade. Passing scores for standardized courses, such as ACLS and PALS, are established by their national parent organizations. Students must maintain the minimum passing grade required as defined in the course syllabus to be considered making satisfactory academic progress. On-time completion of online assignments is also factored into course grading. Requirements are continuously monitored throughout the course however students are responsible for monitoring their grades and achievement of required competencies.

In addition to the minimum passing grade requirement, the student must successfully complete the assigned clock-hours for clinical and field internship rotations during the assigned terms to be considered to be making satisfactory academic progress. The competencies identified in the course syllabi and *Student Handbook* must also be met prior to graduation. These requirements will be continuously monitored throughout the course.

Grading

Excellent	90% - 100%	A
Above Average	80% - 89%	B
Average	72% - 79%	C
Unsatisfactory	< 72%	F

Academic Probation

A student may be placed on academic probation when the minimum grade requirement or compliance with other academic requirements are not met. Any instance of counseling also initiates academic probation. During the period of academic probation

student eligibility for funding is unchanged. Students on academic probation are expected to demonstrate commitment to meeting Program requirements and may be asked to participate in academic advising or tutorial sessions. Depending on the reason for probation, a specified probation period may be identified, and the student's progress will be reevaluated for satisfactory improvement. This typically occurs when the student has not met the grading requirements. A student on academic probation who does not achieve the required progress or minimum grade requirement will be dismissed and will no longer be eligible for certain forms of funding. In other instances of counseling, particularly related to affective domain concerns, the period of academic probation may continue throughout the Program. A student dismissed for academic reasons must apply for readmission.

Leave of Absence: Paramedic Program

NCTI programs are designed as uninterrupted courses. If it becomes necessary to request a leave due to extenuating circumstances, such as a serious health issue, injury, or pregnancy or related medical condition, a leave of absence (LOA) may be considered by the Program Director in conjunction with the Dean. The student must be in good academic and administrative standing. A leave of absence is not available for students wishing to take a vacation, wedding activities, attend another professional training academy or activity, or other personal requests: these events should be scheduled outside of the duration of the program. In this context, the program includes the didactic, laboratory, clinical, and field internship components. The student must meet with the Program Director, provide documentation, including documentation from a qualified medical provider, and submit a written request prior to the leave of absence. The Program Director will determine if there is a reasonable expectation that the student will be able to return to the Program prior to granting the LOA. A release to return to the Program from a qualified medical provider will be required. The maximum amount of leave granted is 30 calendar days. Failure to return from an LOA on or before the specified date on the LOA request will lead to dismissal from the program.

Incomplete: Paramedic Program

An incomplete status may be considered for students who, because of illness or circumstances beyond their control, are unable to complete their course work within the term of the program. An incomplete is approved only if the student has completed at least 80 percent of the program in good academic and administrative standing and has provided acceptable evidence to the Program Director that the student is unable to continue the coursework. In this context, the program includes the didactic, laboratory, clinical, and field internship components. Incomplete status is not considered for circumstances such as desiring time away from the program to attend another training academy (fire, law enforcement, EMS, or other), a new hire orientation for any employment, seasonal firefighting, or any other situation related to change in employment. Military deployments are eligible for an incomplete status.

Withdrawal

Students leaving the program are advised to contact the Program Director for an exit interview prior to withdrawing or immediately after receiving a failing grade. The exit interview will establish requirements for returning to the program at a later date. Regardless of whether an exit interview is conducted, the student must officially drop

the program through the Administrative Office. Failure to drop the program will result in the student receiving a grade of 'F'. Not attending class does not constitute official withdrawal. Following withdrawal, applicable tuition refund will be processed within 45 days.

Termination

A student may be terminated from a course due to excessive absenteeism, failure to meet grading criteria, inappropriate conduct, or failure to meet affective behavioral expectations, violation of Program policies, unpaid tuition, falsifying application information, or academic dishonesty. The student will receive a refund according to the refund guidelines. Failure to attend three consecutive days of instruction, including scheduled clinical rotations or field internship, without notifying the Program will result in termination.

Academic Honesty

Academic honesty and integrity are essential in the healthcare professions. All students must abide by the honor code: 'We will not lie, steal, or cheat, nor tolerate among us anyone who does.' All instances of observed or suspected violation of the honor code must be reported to the Program administration.

Student Conduct

The following are examples of behavior that lead to dismissal. The list is not exhaustive.

1. Any incident of intoxicated or impaired behavior
2. Possession of drugs or alcohol on school premises
3. Testing positive for a controlled or illegal substance (by Federal law)
4. Possession of weapons on school premises
5. Behavior creating a safety hazard to other individuals
6. Dishonesty pertaining to investigations, documentation, examinations, or evaluations of any type
7. Disobedient or disrespectful behavior to other students, staff, or faculty members
8. Disruptive behavior in class and failure to modify behavior when requested
9. Vulgarity or profanity during class or out-of-classroom hospital/field rotations
10. Breach of patient confidentiality/privacy
11. Falsification of documents
12. Theft or destruction of school property
13. Violation of Program Guidelines, Procedures, and Guidelines
14. Inappropriate behavior unbecoming to an EMS professional

Readmission

Students who wish to reenter the NCTI - Springfield EMS Education Program after withdrawing due to personal circumstances or academic dismissal must submit an application for readmission. The Program limits the number of times an individual may enroll and re-enroll into the Paramedic Program to two attempts.

Students reapplying for **any** program after being dismissed for disciplinary reasons will be readmitted **only** at the discretion of the Program Director and the Dean.

Counseling

Counseling provides a structured corrective action process to improve and prevent a recurrence of undesirable behavior or performance issue. Students may be counseled for any of the following: this list is not inclusive.

1. Academic performance including failure of major exams and per the retest guidelines.
2. Failure to complete quizzes and other assignments in the prescribed time frame.
3. Failure to maintain the cumulative grade average as identified in the course syllabus.
4. Failure to enter skill and patient contact data in Fisdap in the prescribed time frame.
5. Failure to enter clinical and field internship shift schedule in Fisdap in the prescribed time frame.
6. Any other academic performance issues.
7. Lack of progression or failure to achieve skill mastery.
8. Failure to develop competency in the management of patient care scenarios, both in simulation or clinical or field environments.
9. Any of the behaviors identified in the Student Conduct section.
10. Failure to respond to communication from the Program at any time as required by Program directives.

Process

1. Verbal counseling/warnings may be in the form of discussion with one of the faculty or an instructor. There may be a counseling form documented and reviewed with the student or, at a minimum, a notation is made in the *Student Progress Note*.
2. Written counseling is documented, reviewed by program administration, and then reviewed with the student. Depending on the nature of the issue, a *Performance Improvement Plan (PIP)* may be developed with the student.
3. If a second similar incidence occurs, a second, and final counseling occurs with the same documentation process.
4. If a third similar incident occurs, the student is dismissed.
5. While the events and/or behaviors that require counseling may be disparate, they may be judged to be cumulative by the Program administration and lead to dismissal. Patterns of behavior and performance influence the counseling process.
6. Some events are of such seriousness that immediate dismissal results, even without prior counseling: for example, testing positive for a controlled substance or acts of violence during any program activities or falsification of documentation.
7. Any behavior that is illegal will be reported to law enforcement.

Conflict Resolution: Grievance Procedure

NCTI desires to assist all students in finding fair and equitable solutions to problems related to their education. Issues can usually be resolved through the normal administrative structure, beginning with the course Instructor. NCTI desires prompt resolution of any grievance. Students and staff are expected to make every effort to resolve problems as they arise. This procedure does not avoid the normal channels of communication: I.E., first speak to the individual involved in the issue.

A grievance is an educational or interpersonal issue that a student believes to be unfair, inequitable, or discriminatory. A student has the right to grieve an action or decision that violated Program policies and procedures. Grades and other academic decisions cannot be grieved. This includes failure of the clinical and field internship phases of the program. The student should first attempt to resolve the issue with the individual involved. If the student is not satisfied with the result, a grievance may be filed following the steps listed below. The grievance process must be initiated within 30 days of the occurrence.

A student who has filed a grievance is expected to continue in the program until the grievance is decided, unless they have been otherwise suspended or dismissed for a serious offence.

Step 1: A student with a complaint relating to a particular class or instructor should discuss it first with that instructor. If the complaint is not resolved satisfactorily, within ten (10) working days, the student must present the complaint as outlined in Step 2.

Step 2: The student must present the grievance to the Program Director. All grievances will be submitted in writing. If a satisfactory solution is not achieved within another ten (10) working days, the student may proceed with Step 3.

Step 3: The student may then present the grievance to the NCTI Director of Learning Administration. All documentation must be sent via mail to: NCTI, Student Appeal, 2995 Foothills Blvd., Suite 100, Roseville, CA 95747. All grievances must be submitted in writing within 30 days following completion of Step 2 and a final decision will be made within another twenty-one (21) business days business days of receipt in the Administrative Office.

Appeal Following Dismissal

Once dismissed from a Program, a student may no longer attend any class, clinical, or field internship assignments.

A student has the right to appeal dismissal resulting from an action or decision that violated Program policies and procedures. Grades and other academic decisions cannot be appealed. This includes failure of the clinical and field internship phases of the program.

All appeals must be submitted in writing to the NCTI Director of Learning Administration. All documentation must be sent via **mail** to: NCTI, Student Appeal, 2995 Foothills Blvd., Suite 100, Roseville, CA 95747. All appeals must be submitted in writing within thirty (30) days of the dismissal and a final decision will be made within another twenty-one (21) business days business days of receipt in the Administrative Office.

Graduation/Completion Requirements

To successfully complete the program and be eligible to graduate, the student must have met all grading requirements and successfully completed the required number of clock-hours and all required competencies. Upon satisfactory completion of the program, students will receive a certificate of completion. All tuition and fees must be paid in full in order to receive a completion certificate. The certificate serves only as evidence that all requirements of the Program have been completed. It is not intended

or implied that the certificate of course completion in any way licenses or certifies the graduate to perform skills as an emergency responder.

All course requirements must be completed in the timeframe published for the course. It is the student's responsibility to satisfactorily complete all clinical and field internship hours and competencies within the designated period. Taking into consideration the resources available in the community, the Program faculty will work with the student to secure clinical and field placements that allow for on-time graduation.

In the event that a student has not met all minimum competency requirements at the completion of the specified scheduled capstone field internship, the student will be scheduled for additional clinical, or capstone field internship shifts until the minimums have been met. No student will graduate who has not met all required competencies.

Transferability of Credits

The transferability or acceptance of credits earned at the NCTI - Springfield for Paramedic Education is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the NCTI - Springfield EMS Education Programs is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending the NCTI - Springfield EMS Education Programs to determine if your certificate will transfer.

Course Descriptions

Emergency Medical Technician (EMT)

The primary focus of the Emergency Medical Technician is to provide basic emergency medical care and transportation for critical and emergent patients who access the emergency medical system. This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. Emergency Medical Technicians function as part of a comprehensive EMS response, under medical oversight. Emergency Medical Technicians perform interventions with the basic equipment typically found on an ambulance. The Emergency Medical Technician is a link from the scene to the emergency health care system.

To prepare competent entry-level Emergency Medical Technicians in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

Upon successful completion of this course, graduates are eligible to take the National Registry of EMT exam, the final step towards certification as an EMT.

Course Schedule

The schedule for EMT courses varies including whether the course is an in-person or hybrid format. Contact the Program Director at (413) 846-6150, or the NCTI

Administrative Office for information: (916) 960-6284, toll free (888) 609-6284 or visit NCTI.edu.

Didactic Phase: The scheduled course days and hours vary depending on the course format.

Clinical and Field Rotations may also be scheduled.

Course Completion Criteria

Completion of the EMT program is subject to following criteria:

1. Successful completion of all **major** section exams: meeting the passing score identified in the course syllabus for each exam
2. Completion of the course final exam meeting the passing score identified in the course syllabus
3. Active participation in practice sessions and successful completion of all **skills exams**, rated on a “Pass/Fail” basis
4. Compliance with all attendance requirements

Attendance Requirements

Students must attend at least 148 of the 160 classroom hours during the didactic phase of education. Students will be assigned make-up work for all classroom hours missed.

Tardiness is a disruption of the learning environment. Any student arriving to class more than fifteen minutes late will be docked one hour of class attendance.

Students are expected to attend class as scheduled. Absence and tardiness will be recorded at each class and the instructor will counsel students demonstrating attendance problems. Students failing to maintain satisfactory attendance, and missing more than 12 hours of classroom time, will be dropped from the program.

Tuition

Registration fee	\$100.00
Tuition	\$755.00
Insurance	\$100.00
Shirt/uniform fee	\$30.00
Lab fee	\$40.00
Technology fee	\$50.00
Total tuition and school fees	\$1,075.00

Additional costs include texts, and equipment/diagnostic tools (I.E. stethoscope, penlight, eye protection, safety-shears). Students are also responsible for a background check, including drug screen, and health insurance. A list of textbooks is provided with the student Enrollment Agreement.

Paramedic

Note: The NCTI – Springfield Paramedic Program is a consortium sponsored by American Medical Response of Massachusetts, Inc. dba NCTI and Columbia Southern University.

The Paramedic is an allied health professional whose primary focus is to provide advanced emergency medical care for critical and emergent patients who access the emergency medical system. This individual possesses the complex knowledge and skills necessary to provide patient care and transportation. Paramedics function as part of a comprehensive EMS response, under medical oversight. Paramedics perform interventions with the basic and advanced equipment typically found on an ambulance. The Paramedic is a link from the scene into the health care system.

Program Goal

To prepare Paramedics who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession, at the Advanced Emergency Medical Technician and/or Emergency Medical Technician, and/or Emergency Medical Responder levels.

Upon successful completion of this course, graduates are eligible to take the National Registry of EMT exam, the final step towards certification as a Paramedic.

The program consists of four components:

Term 1: Paramedic 101: Didactic

Paramedic 101: Lab

Term 2: Paramedic 102: Hospital Clinical

Term 3: Paramedic 103: Field Internship (includes field experience and capstone field internship)

Course Structure

The schedule for Paramedic course is one to two eight-hour days per week. Questions regarding enrollment or schedule can be directed to the Business or Registration Office at 916 960-6284 or the NCTI - Springfield EMS Education Program office at 413 846-6155.

Didactic Phase: Scheduled on the Springfield campus as one eight-hour instructional day per week and varied Fridays over ten months.

Hospital Clinical Phase: Scheduled according to hospital availability, and typically consists of two to three days per week, pre-scheduled eight or twelve-hour shifts, for a period of twelve weeks. Students must be available for clinical scheduling 24 hours per week during this portion of the program which is three months in length.

Field Internship Phase: Scheduled according to the Advanced Life Support (ALS) provider agency availability, typically consists of two to three days per week, pre-scheduled eight, ten, twelve or twenty-four-hour shifts, for a period of sixteen weeks. Students must be available for field internship scheduling 36 hours per week during this portion of the program which is four months in length. Students are expected to complete all internship hours, including the capstone portion of the internship, in the specified number of hours with no extension.

General Education Phase: This is optional if students are pursuing the Associate degree path. Courses are available online through a variety of sources and can be completed concurrently, prior to, or after completion of the Paramedic Program.

Qualification for Admission

Applicants must be at least 18 years of age and possess a high school diploma or equivalent. Applicant must also hold Massachusetts EMT or AEMT certification that is current and must have a current CPR card. Students who are accepted into the program must provide proof of successfully completing an approved anatomy and physiology course which fulfills this prerequisite. Prior experience as an EMT or AEMT with an ambulance or fire service provider is preferred, but not required.

Applicants are required to complete a pre-entrance assessment and interview. A background check, which includes a drug screen, is required prior to admission. The drug screen must be negative, regardless of prescriptions the candidate/student may possess. Some clinical sites may require an additional background check and drug screen prior to clinical assignment. NCTI accepts alternates per program, provided students have successfully completed the pre-entrance assessment and submitted a completed application packet.

Attendance Requirements

Students must attend at least 432 of the 456 classroom hours during the didactic and laboratory phase of education. Students will be assigned make-up work for all classroom hours missed: usually in the form of written essays on the topics missed during the absence. Make up work does not equate to missed classroom hours.

Tardiness is a disruption of the learning environment. Any student arriving to class more than fifteen minutes late will be docked one hour of class attendance.

Students are expected to attend class as scheduled. Absence and tardiness will be recorded at each class and the instructor will counsel students demonstrating attendance problems. Students failing to maintain satisfactory attendance, and missing more than 24 hours of classroom time, will be dropped from the program.

Course Fees for Springfield Campus

Springfield Paramedic

Tuition effective April 1, 2025

Enrollment fee	\$200.00
Tuition	\$8,125.00
Insurance	\$350.00
Lab fee	\$600.00
Technology fee	\$150.00
Sub-total	\$9,425.00
Clinical Coordinator fee	\$400.00
Field Coordinator fee	\$450.00
Graduation fee	\$100.00
Total tuition and school fees	\$10,375.00

Hospital Clinical Fee:

Baystate Health Internship fee not to exceed \$200 for Springfield campus students.

Field Internship Placement Fee:

No additional fees are assessed for the field phase of this program.

Field Internship Preceptor Fees:

No additional fees are assessed for the field internship preceptors.

Additional Fees and Texts

Additional costs include: texts, electronic device (tablet or laptop), uniforms, and equipment/diagnostic tools (I.E. stethoscope, penlight, eye protection, masks, safety-shears). Students are also responsible for a background check, including drug screen, and health insurance. A list of textbooks is provided with the student Enrollment Agreement.

Course Completion and Grading

Completion of the Paramedic Program is subject to the following criteria:

1. Successful completion of all section **major** exams: Fisdap unit exams specify the minimum passing grade on each exam
2. Completion of all assignments including quizzes and other assignments as specified
3. Participation in practical sessions and successful completion of all skills exams, rated on a "Pass/Fail" basis
4. Completion of the course didactic **final** cognitive exam with a minimum grade of 75%
5. Completion of the Program summative **capstone** cognitive exam with the minimum required score
6. Successful completion of the Program summative capstone practical exam
7. Successful completion of the Program summative capstone affective evaluation
8. Completion of all requirements in the Student Minimum Competency (SMC)

9. Successful completion of ACLS, PALS, and PHTLS, according to the pre-set guidelines of the course
10. Compliance with all attendance requirements
11. Quizzes and assignments must be completed in the specified time frame as assigned.

Additional Completion Requirements

Successful completion of the clinical portion of the education program, including a minimum of 256 hours in the hospital setting, with satisfactory completion of all required skills and a final clinical evaluation by the Program Medical Director or designee, is required. The student must also successfully complete a clinical review with The Clinical Coordinator prior to proceeding to the field internship. The clinical portion of the education must be completed within four months of the start of the clinical term.

The first one-fourth of the minimum 300 field hours is considered field experience. Field experience is: planned, scheduled, educational student time spent on an EMS unit, which may include observation and skill development, but which does not include field internship team leading and does not contribute to the capstone field internship. During this time the Paramedic intern becomes familiar with: the EMS agency and system where the experience is occurring, the agency equipment, and the agency protocols, and develops a working relationship with the preceptor.

The remainder of the field hours comprise the capstone field internship and allows the student to develop and practice high-level decision making by integrating and applying Paramedic learning in all educational domains. During this time the student assesses and manages patients in the prehospital environment and progresses to the role of Team Leader.

Successful completion of the capstone field internship requires completing all identified competencies and team leads and achieving ratings of three in all categories on the final major evaluation completed by the field Preceptor. The capstone field internship can be terminated at any time based on unsatisfactory performance. The field internship portion of the education must be completed within five months of the start of the internship.

The staff at the NCTI - Springfield Paramedic Education program will discuss preferred clinical and field placement locations and schedules with students. However, due to the complexity of scheduling and the logistics involved, a student may not refuse or reject a clinical or field internship placement or assignment or delay the scheduling of clinical or field internship rotations. Students may not personally solicit hospitals, EMS agencies, or specific preceptors due to the political, organizational, and legal issues involved in establishing clinical internship opportunities. Failure to report to the clinical location or field agency on the assigned date and time will result in immediate dismissal from the program after the second occurrence.

The student may be dismissed at any point in the field internship for failure to show satisfactory forward progression, failure to meet requirements established in a performance improvement plan, failure to obtain satisfactory ratings by the preceptor

based on number of hours completed, failure to attend internship shifts as stipulated, failure to communicate with the preceptor and program Field Internship Coordinator, or other unsatisfactory performance.

Students are required to successfully complete all components of the Paramedic Program (didactic, lab, clinical, and field internship) and the finally summative examinations in a time period not to exceed 150% of the advertised course dates, beginning with the first class day of the Paramedic Program and ending with the on-time graduation date.

Working While Enrolled

NCTI imposes no restrictions on students working while enrolled in the Paramedic Program. However, as mentioned previously, clinical rotations are typically scheduled three days per week with shifts of eight to twelve hours and field internship schedules are two to four days per week, in eight, ten, twelve- or twenty-four-hour shifts. It is highly unlikely that a student can work more than a limited part-time schedule while in the clinical and field internship portions of the program and should plan accordingly.

Students in the clinical and field internship phases of the program are always in a student role and are never substituted for agency staffing. The student may be paid as an employee while in the intern role but must at all times be considered a 'third rider'.

Outcomes

Accredited Paramedic programs track and report outcome measures annually to the Committee on Accreditation for the Emergency Medical Services Professions. For the results for the most recent outcomes for the National Registry of EMTs certification examination, the program retention rate, and the job placement rate, visit NCTI.edu and select the program of your choice.

Appendix A

Faculty
Emily Chandler, BS, Paramedic
Jeffrey Kristek, Paramedic