NCTI - Springfield
Course Catalog
2026
January 1, 2026 – December 31, 2026

NCTI
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NCTI.edu

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Mission Statement

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

Goal

To prepare EMS Professionals 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: the NCTI California EMS Education Programs Course Catalog is available on the website at https://ncti.edu/ or by contacting NCTI at 916-960-6284 to request a copy via mail or email, Registrar@AMR.net .

Prospective students are encouraged to review the catalog, https://ncti.edu/

Program Information Disclaimer

From time-to-time various regulatory, accreditation 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 the students to meet and accommodate the new requirements.

Message from the Chief Academic Officer

Thank you for considering NCTI 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 NCTI 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 what, why, and when (cognitive) is reinforced with how (psychomotor) and how to interact with our patients and team members (affective). At NCTI 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, visit our website, https://gmrlearning.com or talk to one of our Program Directors or Business Office and find a location and schedule that fits your needs. Best of luck in your career!



About NCTI

Prospective students are encouraged to visit an NCTI campus in Springfield, MA and discuss personal educational and occupational plans with the Program Director prior to applying or signing an enrollment agreement. NCTI offers certificate of completion programs. NCTI partners with the Columbia Southern University to form consortiums that sponsor our Paramedic Programs. The Paramedic programs listed in this catalog are accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). Articulation agreements for the Paramedic certificate completion are available for individuals interested in completing an Associate degree through Columbia Southern University. The NCTI program currently do 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. In some locations, grant funding is available to qualified individuals to pay for, or assist with, tuition and/or fees. Veteran education benefits are available to eligible participants.

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

Discrimination Statement

NCTI and its staff and instructors do not discriminate based on 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 Paramedic Programs are programmatically accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), 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://sacscoc.org/

NCTI Paramedic Programs maintain an articulation agreement with Columbia Southern University for graduates to obtain college credits and an Associate of Applied Science (AAS) degree. https://www.columbiasouthern.edu/

State Regulatory Oversight

Massachusetts Department of Public Health (DPH), Office of Emergency Medical Services (OEMS), in accordance with 105 CMR 170.946

Courses Offered

Courses in emergency medical care are offered through NCTI. Course frequency and offerings vary by location. Contact the NCTI Administrative Office at 888-609-6284 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

The NCTI administrative offices are open Monday through Friday from 8:30 a.m. to 4:30 p.m. Pacific time. Staff and faculty are available to answer questions and process enrollments. Questions regarding enrollment or schedule can be directed to the Business or Registration Office at 916-960-6284.
NCTI 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.

NCTI Springfield EMS Education Program Approved Location and Facilities

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

595 Cottage Street
Springfield, MA 01104
Click here for map

Facilities

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

Equipment

NCTI 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. NCTI 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. See Appendix A for a list of faculty and their credentials.

Application/Registration Process

Registration

Visit NCTI.edu to register and reserve space in the next available class. Class size is limited, and enrollment is offered to qualified candidates on a first-come, first-served basis. Refer to the course descriptions for additional requirements. Contact the Registration Office during regular business hours to obtain an Enrollment Agreement for the EMT course or Application Packet for the Paramedic Program. All applicants must submit a completed Enrollment Agreement prior to the first-class session.

Cancellation and Withdrawal

Student has the right to cancel enrollment, without obligation, and obtain a refund of all amounts paid less a non-refundable enrollment fee, not to exceed $200.00. Enrollment may be cancelled or withdrawn by presenting an email, or written, signed, and dated copy of the "Notice of Cancellation" by the end of the first day of instruction, or seventh (7) day after enrollment, whichever is later to:

NCTI Business Manager

The effective date of cancellation is the date postmarked or received by email. Any refund due to the student will be processed by the school within 30 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
NCTI requires that all applicants to the Emergency Medical Technician or Paramedic certificate programs possess a high school diploma or equivalent. NCTI does not offer the Ability to Benefit (ATB) exam.

Prerequisites
Applicants must:

1. Be at least 18 years of age
2. Possess a high school diploma or equivalent
3. Possess a current American Heart Association (AHA) BLS Healthcare Provider card
4. Possess health insurance
5. Complete a background check to include drug screen
6. 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. The COVID vaccination is not required for EMT cohorts.
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/Drug Screen
Applicants must complete a background check and drug screening. Drug screenings must be negative.

Tuition and Fees
Tuition tables for specific courses appear with the course descriptions later in this catalog, under appendix C. 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, drug screen and health insurance.

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 calendar 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 $200 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 noted in appendix B.

Financial Aid
NCTI 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 policies and requirements and is provided to students upon enrollment.

Library
NCTI maintains a *Virtual Library* that is available to all enrolled NCTI students. Access is available through the Program Director. http://www.lirn.net/.

Technology
Courses include online assignments and students must possess, or have access to, an appropriate electronic device: a tablet is the preferred device. 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. NCTI has no responsibility to find or assist a student in finding housing. 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. Prior to admission students are required to provide evidence of health insurance and

immunization for: measles, mumps, rubella; tetanus/diphtheria (Tdap); hepatitis B; chicken pox; meningitis ; and influenza and TB/PPD skin test (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. GMR Life is available for GMR students, https://www.globalmedicalresponse.com/resources/gmr-medicine/gmr-life.

Smoking/Tobacco Product Use
NCTI campuses are tobacco free and smoking, other tobacco products, or electronic cigarettes are not permitted.

Placement
NCTI 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. https://careers.gmr.net/gmr/

Special Needs
NCTI provides reasonable and appropriate accommodation for students with a documented disability. In accordance with the Americans with Disabilities Act (ADA), it is the student's responsibility to notify NCTI, 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
NCTI does not provide instruction for English as a Second Language (ESL).

English Language Services
NCTI instructs all programs and courses in the English language only. The courses require an advanced literacy level. English language proficiency is documented by:
1) The entrance exam and interview.

a. The entrance exam is administered in English only. The exam is a Nationally recognized and validated exam used by like programs across the country. Students successfully completing the entrance exam are deemed proficient in the English language; and

2) Receipt of transcripts documenting completion of high school English deemed equivalent to education provided in the United States.

Students from Other Countries

NCTI will admit students from other countries if they can provide the admission documents required by NCTI. NCTI does not provide visa services or vouch for student status, or any associated degree. Applicants must possess a valid EMT or AEMT certification to enroll in the Paramedic Program.

Student Academic Records

Transferability of Credits

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"

The transferability of credits you earn at NCTI is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Emergency Medical Technician (EMT) and Paramedic 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 are 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 NCTI to determine if your certificate will transfer.

Credit for Prior Learning

NCTI does not grant credit for prior experiential learning.

Advanced Placement

NCTI does not offer advanced placement for healthcare professionals seeking to challenge course curricula or obtain certification/licensure as an EMS provider. All applicants must complete the standard application process and follow the full course curriculum without exception.

Records Retention

NCTI maintains school and student records for a ten-year period. Letters of confirmation of course completion or Record of Academic Achievement are retained permanently. Records are maintained at the Administrative Offices: 2995 Foothills Blvd., Suite 100,

Roseville, CA 95747. Students may request in writing a copy of the records or letter of confirmation of course completion. A handling fee may apply.

Academic Procedures

Satisfactory Academic Progress

NCTI 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 standards, 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.

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 Program Director, Lead Faculty, and Clinical Coordinator 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 NCTI 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 term 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 also 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 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 standards. 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, the period of academic probation may continue throughout the Program. A student dismissed for academic reasons must apply for readmission.

Administrative Probation

Students that become 30 days' delinquent on their payment plan will be placed on immediate administrative probation by the Program Manager. Student will have 30 days to become current and will be expected to remain current for the duration of their program. If student becomes delinquent a second time, they will be dismissed from the

program. Students must be current with their tuition to be eligible to sit for all major exams.

Student will not have an opportunity to re-enter this course after the dismissal date. Student remains responsible for payment of tuition balance at the time of dismissal.

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, 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 withdraw from the program through the Administrative Office. Failure to withdraw from

the program will result in the student receiving a grade of 'F'. Not attending class does not constitute official withdrawal. Following withdrawal, any applicable tuition refund will be processed within 30 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.

Readmission

Students who wish to reenter NCTI 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 affective behavior will be readmitted **only** at the discretion of the Program Director and the Dean.

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. Breech of patient confidentiality/privacy
11. Falsification of documents

12. Theft or destruction of school property
13. Violation of Program Standards, Guidelines, and Directives
14. Inappropriate behavior unbecoming to an EMS professional

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 incident 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.
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 complaint as a grievance to the Program Director and Dean. 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 Director of Learning Administration. All documentation must be sent via email to Registrar@AMR.net or 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 email to Registrar@AMR.net or **mail** to: NCTI, Student Appeal, 2995 Foothills Blvd., Suite 100, Roseville, CA 95747. All appeals must be submitted in writing within 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. 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. Completion of all course requirements and attainment of the certificate of completion makes the graduate eligible to sit for licensure examination at the level of the Program completed.

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.

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.

Program Goal

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

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 by campus. Contact the Program Director at 413-846-6150, or the NCTI Administrative Office for information: 916-960-6284, toll free 888-609-6284.

Didactic Phase: Scheduled as two eight-hour days per week or five eight-hour days per week. Course length varies from four to ten weeks based on course schedule structure.

Clinical and Field Rotations may also be scheduled and vary by program.

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 144 of the 160 classroom hours and all scheduled internship hours. Students will be assigned make-up work for all classroom hours missed: usually in the form of written essays or scenarios on the topics missed during the absence.

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 16 hours of classroom time, will be dropped from the program.

Eligibility for Licensure

In order to become an EMT, there are five (5) major steps that you will need to complete, which may vary from state to state.

1. Meet the eligibility requirements and prerequisites for attending an EMT course, including Basic Life Support (BLS).
2. Attend and successfully complete an approved EMT course.
3. Take and pass the National Registry (NREMT) cognitive examination.
4. Take and pass an approved state skills competency examination within 1 year of completion of the program.
5. Apply and obtain certification within two years of being issued a course completion certificate.

Paramedic

Note: The NCTI – Springfield Paramedic Program is a consortium with 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.

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

The program consists of five (5) phases:
Paramedic: EMS 201: Didactic (in conjunction with EMS 202)
Paramedic: EMS 202: Laboratory (in conjunction with EMS 201)
Paramedic: EMS 203: Clinical
Paramedic: EMS 204: Field Experience
Paramedic: EMS 205: Capstone Field Internship

Course Structure
The schedule for Paramedic courses varies by campus. Contact the NCTI Administrative Office for information: (916) 960-6284, toll free (888) 609-6284 or the NCTI – Springfield program office at (413) 846-6155.

Didactic Phase: Scheduled as one, eight-hour instructional day per week and varied Friday's over ten months.

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

Field Phase: Scheduled according to Advanced Life Support (ALS) provider agency availability, typically consists of two to four days per week, pre-scheduled eight-, ten-,

twelve- or twenty-four-hour shifts, for a period of sixteen to twenty weeks. Students must be available for field internship scheduling 36 hours per week during this phase of the program which is four months in length. Students are expected to complete all field experience and field capstone internship, in the specified number of hours with no extension. *Pre-requisites include successful completion of EMS 201, EMS 202, and EMS 203 phases of the program.

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 prior to, concurrently, 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 a Massachusetts EMT or AEMT certification that is current and must have a current American Heart Association (AHA) BLS Healthcare Provider card. The successful completion of an approved Anatomy and Physiology course is a pre-requisite to start the program. Students who are accepted into the program must provide proof of successfully completing an approved Anatomy and Physiology course. Students who take Anatomy & Physiology at another school can submit the course syllabus for approval. 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. Some clinical sites may require an additional background check and drug screen prior to clinical assignment. Some clinical sites may also request additional proof of immunity such as titers. 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 phase of education. Students will be assigned make-up work for all classroom hours missed: usually in the form of written scenarios 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.

Eligibility for Certification

In order to become a Paramedic, there are four (4) major steps that you will need to complete, which may vary from state to state.

1. Meet the eligibility requirements and prerequisites for attending a Paramedic course, including Basic Life Support (BLS), and Advanced Cardiac Life Support (ACLS).
2. Attend and successfully complete an approved Paramedic course.
3. Take and pass the National Registry of Emergency Medical Technicians (NREMT) Paramedic computer-based exam.
4. Apply and obtain for certification within two years of being issued a course completion certificate.

Total Paramedic Didactic Fees, Charges, and Expenses Breakdown

A complete breakdown of paramedic didactic fees, charges, and expenses by campus is located on Appendix C.

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 the specified minimum passing grade
5. Completion of the Program summative **capstone** cognitive exam with the specified minimum passing grade
6. Successful completion of the Program summative capstone affective evaluation
7. Completion of all requirements in the Student Minimum Competency (SMC
8. Successful completion of ACLS, PALS, and ITLS or PHTLS, according to the pre-set guidelines of the course
9. Compliance with all attendance requirements
10. Quizzes and assignments must be completed in the specified time frame as assigned.

Additional Completion Requirements

Successful completion of the clinical phase of the education program, including a minimum of 256 hours in the hospital setting, with satisfactory completion of all required skills, patient contacts, and satisfactory completion of a final clinical evaluation by a hospital preceptor, is required. The student must also successfully complete a clinical review with a school representative prior to proceeding to the field internship. The clinical phase of the education must be completed within four months of the start of the clinical rotation.

The first 200 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, 100 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 pre-hospital 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 phase of the education must be completed within five months of the start of the internship.

The staff at NCTI 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, field experience 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
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'.

NCTI imposes no restrictions on students working while enrolled in the Paramedic Program. However, 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 phases of the program and should plan accordingly.

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

Faculty
NCTI – Springfield
Emily Chandler, BS, Paramedic
Jeffrey Kristek, Paramedic

Appendix B - Refund and Withdrawal

EMT

The student has the right to withdraw from this program at any time and receive a refund of the unused portion of tuition and fees. The student is obligated to pay the non-refundable enrollment fee and pro-rated tuition and lab fees based on scheduled instructional hours, up to the date of their withdrawal. If the amount that you have paid is more than the amount that you owe for the time you attended, then a refund will be made within 30 days of withdrawal. If the amount that you owe is more than the amount that you have already paid, you will be required to make payment arrangements with NCTI's Business Manager.

There are no refunds after 96 scheduled instructional hours. Students will be responsible for payment in full tuition after 96 scheduled instructional hours.

Paramedic

The student has the right to withdraw from this program after the cancelation period and receive a refund of the unused portion of tuition and fees. If the student withdraws from this program of instruction after the end of the first date of class, but before the third fee and pro-rated tuition and lab fees based on scheduled didactic hours, up to the date of their withdrawal. After the third (3rd) scheduled class day, the student is obligated to pay the insurance fee, and technology fee, in addition to the fees already stated. If the amount that you have paid is more than the amount that you owe for the time you attended, then a refund will be made within 30 days of withdrawal. If the amount that you owe is more than the amount that you have already paid, you will be required to make payment arrangements with NCTI's Business Manager.

NCTI utilizes an alternative refund policy approved by the BPPE. This alternative refund calculation (ARC) policy applies only to the paramedic program.

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

- You notify the school, in writing, of your withdrawal or the actual date of withdrawal.
- The school terminates your enrollment.
- You fail to attend classes as outlined in your directives and procedures handed out the first day of instruction. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance plus the allowed hours to be missed per the attendance directives.

- Student will be considered to have voluntarily withdrawal from this program if they do not attend on the start date of this class as stated on the first page of this agreement.

Appendix C – Course Fees

NCTI – Springfield – Paramedic Program

Total Didactic Fees, Charges, and Expenses Breakdown

Enrollment Fee	$200.00
Tuition	$8,125.00
Insurance	$350.00
Lab fee	$600.00
Technology Fee	$295.00
Total Didactic Tuition	$9,570.00

Other School Fees

Clinical Coordinator Fee	$400.00
Field Coordinator Fee	$450.00
Graduation Fee	$100.00
Sub-Total	$950.00
Total Tuition and School Fees	**$10,520.00**

Other Fees Student Pays to Vendors - cost below are estimates

Background Check/Drug Screen	$140.00
Textbooks - estimate	$1,100.00
Uniforms	$150.00
Field Preceptor Fee	$0.00
Hospital Clinical Fee: Baystate Health Internship fee not to exceed $200 for Springfield campus students.	$200.00
Total Other Fees, Estimate	$1,590.00
Total including Tuition, School fees, and Vendor estimates	**$12,110.00**

NCTI – Springfield – EMT Program
Total Didactic Fees, Charges, and Expenses Breakdown

Didactic tuition and school fees	$1,500.00
Background check/drug screen	$139.00
Course textbooks, estimate	$425.00
Equipment & supplies	$70.00
Total other fees, estimate	$634.00
Total including tuition, school fees, and vendor estimates	**$2,134.00**

The total charges the student is obligated to pay is $2,134.00