

## Emergency Medical Dispatcher

### Program Description

Emergency Dispatchers make up the first line of communication for police and emergency services. In this 48 hour course, students will learn the responsibilities of monitoring 911 phone calls, dispatching appropriate emergency vehicle and providing accurate contact information for police officers, firefighters, and paramedics. They must have excellent communication skills and good typing skills, and have a high school diploma or GED.

### Admission Requirements

All applicants must submit a completed "Application for Enrollment (Registration)" form, with a \$50 non-refundable, non-transferable registration fee (the fee will be returned if application is denied). Applicants need to be at least 18 years old. Petra Allied Health, Inc. believes in equal educational opportunities regardless of race, gender, creed, age, or nationality and encourage everyone to invest in education, however, high academic standards are upheld.

### Tuition and Fees

There is a \$50.00 non-refundable, non-transferrable registration fee for this course. Tuition is \$600. The following payment schedule is available to students if desired: \$300 is due by the first day of class; \$300 is due halfway through the class. Tuition is on a pro-rated basis (see Refund Policy below). CPR Certification by the American Heart Association is required and is available at the school for a \$65.00 fee. A credit/debit card processing fee of 2% applies for purchases \$100 and over.

### Textbook

The following textbooks are required for this class and (latest edition) may be purchased at the school. Textbook sales are final.

*Emergency Dispatch/911 Operator, 3<sup>rd</sup> Ed, by Peterson Publishing (\$100.00)*

### Training Location and Class Schedule

The 48 hours of classroom and lab training will be conducted at Petra Allied Health, Inc. We are located at 3889 Willowood Ln., Springdale, AR 72762. Petra Allied Health is a private school complete with classrooms, lab and break areas. Classroom and lab equipment needed for training students is available at the school. Please call for an appointment to tour the school. The course is offered several times during the year. The current schedule is available at the school and online at [PetraAlliedHealth.com](http://PetraAlliedHealth.com).

Classes will not meet on the following major holidays: New Years Day, Martin Luther King Jr. Day, Independence Day, Memorial Day, Labor Day, Thanksgiving Day, and Christmas Day.

### Student Withdrawal/Refund Policy

Students who wish to withdraw from Petra Allied Health's classes and obtain a refund must contact the admissions office. All refunds will be calculated on a prorated basis using the last date a student attended. If a refund is due, it will be mailed to the address on the registration form within 30 days. When a student withdraws, they receive an "incomplete grade" in the class and must re-register in order to take the class at a later date. Petra Allied Health, Inc. reserves the right to drop students from class or place them on probation if they do not follow the school policies outlined in this bulletin.

## Faculty

Renee Anderson, RN, BSN is the Vice President of Educational Services. Renee graduated from East Carolina University in 1979 with a baccalaureate degree in nursing and has extensive experience and training in allied health education. She is responsible for the development and evaluation of the training program, and to ensure that all course objectives are being accomplished. The Program Director is Yolonda (Lonnie) Moll, L.P.N. She oversees the faculty and is responsible for the day to day operations of the medical programs. All instructors are certified by the Arkansas State Board of Private Career Education.

## School Policies

### 1. Attendance:

All students enrolled in Petra Allied Health's classes are expected to have regular and prompt attendance. Students are required to attend a minimum of 85% of the course. In the event of absence, students are responsible for contacting their instructor regarding work missed. The instructor is not obligated to make up missed class sessions. Students who are constantly tardy or who do not follow attendance procedures will be put on probation. If a student's progress becomes unsatisfactory because of missed work resulting from irregular attendance, the student will be dropped from the course. Students who are dropped or need to withdraw from class should refer to the "*Student Withdrawal/Refund Policy*" section of this bulletin. Visitors are welcome to make an appointment to tour the school; however, only enrolled students are allowed in the building during class hours. Children are not allowed to remain at the school.

### 2. Student Conduct:

Any student whose conduct is unbecoming to accepted professional standards will be subject to probation or dismissal. Under no condition will alcoholic beverages, illegal drugs, or persons under the influence of alcohol or drugs be permitted on school premises. Any violation of this policy will result in dismissal from classes on the first offense. Students engaged in academic dishonesty, stealing, interrupting classes or disturbing normal school operation, profanity, etc, may be dropped from the class.

### 3. Evaluation of Academic Progress:

Students will receive a pass, or fail, or incomplete grade in this course. They must demonstrate proficiency in required skills. They must have a 70% average on written tests. A student will be placed on academic probation when his/her performance is inadequate. The student will be expected to make academic progress or they will be dropped from the course.

### 4. Student Grievance Procedures:

A copy of the student grievance procedure is available in the office upon request and is posted on the school bulletin board. Students wishing to file a complaint may do so by contacting the Program Director in the admissions office or by calling (800) 785-9876 ext. 2 or (479) 750-9876 ext. 2.

### 5. Class Cancellation/Inclement Weather Policy:

Petra Allied Health, Inc. will not be held liable for failure to provide this course if the failure is the result of any cause beyond the control of the school (i.e. civil disruption, natural disaster, etc.). The school reserves the right to postpone classes that do not have enough students registered to be economically feasible. In the event of inclement weather students should watch the local new channel/web site to determine if classes are cancelled.

### 6. Employment Information Assistance:

Sometimes health care offices, labs, clinics, medical billing companies, etc. communicate with the school about availability of job positions. Information is passed on to students. Petra Allied Health is glad to communicate with potential employers who would like to know more about the curriculum etc., *however, the school cannot guarantee employment.*

We welcome you to class and we believe your experience here will be a very rewarding one. If you have any further questions please feel free to contact us at (800) 785-9876 ext. 2 or (479) 750-9876 ext. 2.

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Revised September 2011. All information contained in this bulletin will remain effective until changed by the President of Petra Allied Health, Inc. and forwarded in advance to the State Board of Private Career Education.