

CERT, LLC

EMT Student Code of Conduct & Professional Standards

This document establishes the professional, academic, behavioral, safety, and clinical standards required of all students enrolled in the CERT, LLC Emergency Medical Technician (EMT) Program.

Students enrolled in this program are expected to conduct themselves as healthcare professionals in training. These standards apply in the classroom, laboratory, clinical, field, and all CERT-affiliated settings.

1. Professionalism and Representation

Students are expected to conduct themselves as entry-level healthcare professionals from the first day of training. CERT, LLC expects conduct that reflects maturity, discipline, accountability, and respect for others.

- Treat instructors, classmates, patients, visitors, clinical staff, and members of the public with courtesy and respect at all times.
- Follow instructions from instructors, preceptors, and authorized CERT personnel promptly and professionally.
- Maintain a composed, respectful, and professional demeanor, including during stressful, fast-paced, or emotionally difficult situations.
- Represent CERT, LLC professionally both in and out of uniform whenever associated with the program or participating in CERT activities.
- Avoid disruptive, argumentative, threatening, harassing, or otherwise unprofessional conduct.

2. Uniform and Appearance Standards

Students must maintain a professional appearance consistent with EMS standards and CERT, LLC expectations.

Required Uniform

- Approved CERT uniform must be worn during all classroom sessions, labs, clinical rotations, ride-alongs, and other required field activities.
- Required uniform includes a CERT polo shirt for clinicals and ride-alongs; a CERT polo shirt or CERT t-shirt for classroom sessions; navy blue uniform-style pants; all black closed-toe shoes; and a CERT-issued ID badge.
- Shirts must remain tucked in at all times while in class, lab, clinical, or any official CERT activity.
- Uniforms must be clean, wrinkle-free, properly fitted, and maintained in a professional condition.
- Examples of acceptable pants and shoes are provided in the course confirmation email and are considered part of the uniform standard.

Authorized Apparel and Outerwear

- Only CERT-issued apparel may be worn while in uniform.
- A black thermal underlayer may be worn beneath a CERT polo shirt or CERT t-shirt.
- Students may purchase and wear a CERT sweatshirt when approved by the program.

- No unauthorized outerwear, hoodies, jackets, or non-CERT apparel may be worn over or in place of the approved uniform unless specifically authorized.

Headwear

- Hats are optional but, if worn, must be either CERT-issued or plain dark-colored hats with no logos or branding.
- Sports hats, branded hats, or other hats inconsistent with a professional appearance are not permitted.
- Hats must be worn forward-facing at all times.

Professional Grooming

Students must also comply with the separate Professional Grooming Standard for EMT Students, including requirements related to hair, facial hair, jewelry, hygiene, nails, makeup, and overall presentation. Failure to meet uniform or appearance standards may result in removal from class, lab, clinical, or field activities and may lead to disciplinary action.

3. Attendance, Punctuality, and Preparedness

Reliability is a core expectation in EMS and in this program.

- Students must arrive on time and fully prepared for all scheduled classes, labs, clinical rotations, field experiences, examinations, and other required activities.
- Students are expected to review assigned materials and complete required preparation before class or lab when directed.
- Tardiness, early departures, missed sessions, and lack of preparedness disrupt instruction and may result in disciplinary action, academic penalties, or dismissal when warranted.
- Students remain responsible for all program requirements, deadlines, and communications.

4. Academic Integrity

Integrity is fundamental to healthcare education and patient safety.

- All assignments, quizzes, examinations, skill validations, and assessments must be completed honestly and in accordance with instructor direction.
- Cheating, plagiarism, falsification of records, use of unauthorized assistance, sharing testing materials, or other dishonest conduct is prohibited.
- Any act of academic dishonesty may result in disciplinary action up to and including course failure, removal from clinical eligibility, or dismissal from the program.

5. Skills Laboratory Conduct and Performance

Skills laboratories are designed for repetition, precision, feedback, and mastery.

- Students must actively participate and remain engaged throughout all skills sessions.
- Skills must be performed using the methods, sequencing, and standards established by the program.
- Students are expected to accept correction professionally and implement feedback immediately.
- Horseplay, distraction, side conversations, low-effort participation, or intentionally poor technique are not acceptable.

6. Clinical and Field Rotation Expectations

Students represent CERT, LLC in real healthcare environments and are expected to perform at a high standard.

- Students must remain engaged at all times and may not use their phones, sit idle, or disengage from the clinical or field environment unless specifically directed.
- Students are expected to actively seek appropriate opportunities to assist, observe, learn, and participate within the limits of program policy, facility policy, and their training level.
- Students may be expected to assist with appropriate general tasks that support the clinical environment when requested or when appropriate.
- Students must conduct themselves in a manner that reflects initiative, humility, professionalism, and readiness to work as part of a healthcare team.
- Students must meet all facility-specific requirements, including drug screening and background checks, to participate in clinical rotations.

7. Communication Standards

Clear, respectful, and professional communication is essential in EMS.

- Communicate respectfully with instructors, classmates, patients, families, clinical staff, preceptors, and all other individuals encountered through the program.
- Ask for clarification when needed rather than making unsafe assumptions.
- Receive feedback professionally and address concerns through appropriate channels.
- Profanity, hostile communication, repeated disrespect, gossip, or undermining conduct is inconsistent with program standards.

8. Confidentiality and Privacy

Patient confidentiality and privacy are essential professional obligations.

- All patient information encountered during class, simulation, clinical, and field experiences is confidential.
- Students may not disclose, discuss, photograph, record, post, or otherwise share patient information or other confidential information outside authorized educational or operational settings.
- Any violation of confidentiality, privacy expectations, or HIPAA-related standards may result in immediate disciplinary action, including dismissal when appropriate.

9. Safety and Infection Control

Safety is a non-negotiable responsibility in all CERT learning environments.

- Students must follow all safety protocols, infection control procedures, and PPE requirements at all times.
- Equipment must be handled properly, responsibly, and only as instructed.
- Students must immediately report injuries, exposures, safety hazards, or unsafe conditions to program personnel.
- Unsafe conduct may result in immediate removal from participation and further disciplinary action.

10. Professional Boundaries

Students must maintain appropriate professional boundaries in all program settings.

- Students must not engage in conduct that is inappropriate, overly familiar, exploitative, or inconsistent with a professional healthcare training environment.
- Boundaries must be maintained with patients, classmates, instructors, staff, preceptors, and all affiliated personnel.
- Behavior that compromises trust, safety, or the integrity of the program or profession is prohibited.

11. Mental and Emotional Readiness

EMS education may expose students to physically demanding, emotionally difficult, and distressing situations.

- Students should be prepared for exposure to trauma, critical illness, death, emotionally charged scenes, and high-pressure environments.
- Students are expected to manage themselves professionally and communicate with program leadership when physical or emotional concerns may affect performance or safety.
- Support may be available, but communication with program leadership is required.

12. Electronic Devices and Conduct in Learning Environments

The classroom, lab, clinical, and field environments require attention, discipline, and professional presence.

- Cell phones and personal electronic devices may only be used when permitted by the instructor, preceptor, or facility staff.
- Unauthorized recording, photography, or video capture in any program, clinical, or field environment is prohibited.
- Distraction caused by phones, messaging, social media, headphones, or entertainment devices is not acceptable.

13. Fitness for Duty and Substance Use Policy

Students must be physically and mentally fit to safely participate in all classroom, laboratory, clinical, and field activities.

Alcohol Use and Suspected Impairment

- Students are prohibited from attending any CERT activity while under the influence of alcohol or while impaired in any way that may affect safety, judgment, participation, or professionalism.
- If a student is reasonably suspected of alcohol impairment, CERT, LLC may require the student to submit to a breathalyzer test.
- Refusal to submit to a breathalyzer test when directed by CERT personnel may be treated as a positive result and a violation of this policy.
- A student who tests positive for alcohol, appears impaired, or is otherwise determined to be unsafe may be immediately removed from class, lab, clinical, or field activities pending review.

Drug Testing and Clinical Eligibility

- Students must comply with all drug screening requirements associated with clinical placement and any other program requirement deemed necessary for participation.
- A student who fails a required drug test, refuses required testing, or is unable to meet facility screening requirements may be deemed ineligible for clinical placement.
- Because clinical participation is an essential component of program completion, inability to meet clinical placement requirements may result in removal from clinical eligibility, inability to complete program requirements, or dismissal from the program.

Confirmatory Testing

- A student who receives a non-negative, positive, or disputed drug test result may elect to obtain a confirmatory test from an approved laboratory at the student's own expense.
- Any confirmatory testing must be completed within the timeframe established by CERT, LLC, and the student is responsible for ensuring that official documentation is submitted promptly.

Prescription and Over-the-Counter Medications

- Students remain responsible for ensuring that the use of prescription or over-the-counter medications does not impair their ability to participate safely and professionally.
- CERT, LLC reserves the right to remove any student from participation when the student is deemed unsafe to themselves or others, regardless of the source of impairment.

14. Discipline and Enforcement

CERT, LLC maintains a structured disciplinary process in order to uphold program standards and protect the learning and clinical environment.

- Violations of this Code of Conduct may result in a verbal warning, written warning, immediate removal from an activity, clinical ineligibility, or dismissal from the program, depending on the nature and severity of the conduct.
- Serious violations may result in immediate dismissal without prior progressive discipline when warranted by safety concerns, professionalism concerns, dishonesty, impairment, or other significant misconduct.
- Disciplinary actions are handled in accordance with CERT, LLC's applicable disciplinary procedures and program policies.

15. Acknowledgment of Expectations

By enrolling in the CERT, LLC EMT Program, students acknowledge that they are responsible for understanding and complying with all program expectations, policies, standards, and requirements. Continued participation in the program is conditioned upon ongoing compliance with these expectations.