



## UMA Training and Learner Policies

UMA reserves the right to change policies, fees, calendars and curricula as deemed necessary and desirable.

### Cancellation and Refund Policy

Learners and employers may choose to cancel or change the date of their training to an alternate training date based on availability without penalty by contacting [umacme@ultimatemedical.edu](mailto:umacme@ultimatemedical.edu).

For learner cancellations that are not rescheduled, refunds will be issued as follows:

- 4 or more days before course starts – 75% refund
- 3 days or fewer before course starts – 50% refund

The full cost of the course will be charged for learners who arrive late, otherwise miss part of a course, or who neither attend the course nor cancel.

Learners who are registered by and have their training paid by an employer should coordinate cancellation or rescheduling through the employer to ensure accurate and timely processing.

### UMA-Initiated Cancellation, Rescheduling and Substitution

- a. From time to time, UMA may need to cancel or reschedule a course.
- b. If UMA cancels a course, it will inform the learner and payor as soon as possible, and will give the option of attending the next available course.
- c. UMA will issue a full refund if an alternate course date is not available or acceptable to the learner or payor.
- d. Learners are responsible for managing their own certifications; UMA is not responsible for certifications which may expire after a cancelled course but before a rescheduled course (if any) is available.

## **Learner Requirements**

- a. Learners must attend and successfully complete all aspects of the course in full to qualify for certification or course completion.
- b. Learners who are registered for a training that includes a skills portion must attend the training in full and be able to successfully demonstrate the requisite skills.
- c. Learners must earn a passing score on any required assessment to obtain a related certification (if any) or confirmed course completion.
- d. Learners who are enrolled in an online or blended training must have access to a computer with the minimum system requirements for the training for which they are registered.

### **DO NOT CALL POLICY:**

Learner interaction is considered an important component of the experience at UMA; however, learners may ask UMA representatives to place them on UMA's Do Not Call list. Once such request is made, UMA team members are not permitted to call or text learners for a recruiting purpose unless the learner's current record shows that the learner has again given consent to be contacted. Do Not Call requests will not stop non-recruiting contact such as contact related to the learner's participation in UMA courses or activities, or debt collection efforts. Additionally, UMA may contact learners regarding their registration and training. Calls may be recorded for quality assurance purposes.

### **NONDISCRIMINATION POLICY:**

UMA is committed to providing equal access to educational and training opportunities. UMA prohibits discrimination based on race, color, religion, national origin, age, disability, sex, gender, sexual orientation, marital status, genetic information, and military/veteran status in the recruitment and registration of learners and students, recruitment and employment of team members, and in the operation of all its programs, activities, and services. Sexual harassment is a prohibited form of sexual discrimination under this policy.

### **SEXUAL HARASSMENT PROHIBITED BY TITLE IX:**

As required by Title IX, UMA expressly prohibits discrimination on the basis of sex, including Sexual Harassment, in its Educational Programs and Activities and is committed to fostering an environment for both students and employees where Sexual Harassment is

promptly reported, Supportive Measures are offered as appropriate, and any Formal Complaints are resolved in a fair and timely manner. All capitalized terms refer to the defined terms in UMA's Sexual Harassment Prohibited by Title IX policy, found in the UMA Catalog available on UMA's public-facing website ([ultimatemedical.edu](http://ultimatemedical.edu)). Regardless of the definitions provided in that policy, those who believe they are victims of Sexual Harassment should seek immediate medical and/or safety assistance as appropriate and report the incident as soon as possible as described in the policy. Information regarding resources and options available to victims can be found through the following resources:

• **FOR RESIDENTS OF THE TAMPA BAY AREA:**

- The Spring of Tampa Bay – <https://www.thespring.org>; 813.247.7233 (open 24/7)
- CASA (Community Action Stops Abuse) of St. Petersburg - <https://www.casa-stpete.org>; 727.895.4912 (open 24/7)
- Crisis Center of Tampa Bay – <https://www.CrisisCenter.com>; 813.694.1964 or 211 (open 24/7)

• **FOR ALL:**

- RAINN (Rape, Abuse & Incest National Network), the nation's largest anti-sexual violence organization
  - The National Sexual Assault Hotline: 800.656.HOPE (4673) (open 24/7)
  - Online chat: <https://hotline.rainn.org/online>
  - State specific resources can be found at <https://www.rainn.org/state-resources>

**AMERICANS WITH DISABILITIES ACT OF 1990:**

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act state that qualified learners with disabilities who meet the technical and academic standards at UMA may be entitled to reasonable accommodations. The ADA defines a disability as a chronic, long-term, physical or mental impairment that substantially limits one or more major life activities (e.g. walking, sitting, breathing, learning, working, sleeping, etc.). UMA is committed to providing access to all its programs, activities and services whenever possible and makes reasonable accommodations to either remove physical barriers or enhance access in other ways to enable qualified learners to participate in such endeavors.

### **UMA ANTI-CYBERBULLYING POLICY:**

It is the policy of UMA that all of its students, learners, alumni, faculty and staff have an educational setting that is safe, secure, and free from harassment and bullying of any kind. UMA will not tolerate bullying and harassment of any type. Conduct that constitutes bullying and harassment, as defined and determined by UMA, is prohibited. Participation in our communities and in the classroom is a privilege, not a right, and is reserved for members who conduct themselves in a professional and responsible manner. We want everyone to feel comfortable at UMA. If you are found violating this policy, it may result in disciplinary action from UMA. If you have any questions about this policy, please email [social@ultimatemedical.edu](mailto:social@ultimatemedical.edu)

### **DRUG AND ALCOHOL ABUSE PREVENTION POLICY UMA:**

UMA supports and endorses the Federal Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act amendments of 1989. The unlawful manufacture, sale, distribution, dispensation, possession, or non-approved use of a controlled substance or alcohol by learners or team members on UMA's property or as part of any UMA activity is prohibited.

### **CLASSROOM AND LABORATORY CONDUCT – CLEARWATER CAMPUS SAFETY :**

Because of the health hazards inherent in the field, safety is stressed in every training. Rules and safety procedures are posted in each laboratory.

- Eating — No food or beverage (except water in a spill-proof container) is allowed in classrooms or laboratories.
- Breakage — Payment may be charged for any deliberate destruction of equipment.
- Cleanliness — Learners are observed on how they care for and maintain equipment.
- Housekeeping — Duties are required of all learners. Learners are responsible for keeping campus facilities and equipment clean and neat at all times.

### **DRESS CODE FOR TRAININGS HELD IN LABORATORIES:**

UMA promotes a professional, sanitary, and safe atmosphere at all times. Appropriate attire and appearance for learners is also professional, sanitary, and safe. All learners are required to comply with the following guidelines when attending courses which include clinical or laboratory training:

- Scrubs (or other clothing as outlined per your training) should be neat, clean, and professional.
- Shoes must be professional and clean, with closed heels, soles, and toes. No cloth, holes (e.g. Crocs), or mesh.
- Jewelry should be professional in appearance and kept to a minimum. Jewelry and removable accessories or cosmetics (e.g. false eyelashes) must be well-secured with no danger of falling off/out or causing contamination. No dangling, hanging, or sharp-edged jewelry or accessories.
- Hair (including facial hair) and/or head coverings must be clean, neat, and professional in appearance. Hair and/or coverings must not dangle or extend in such a way that they present a safety/sanitation hazard. Long hair must be pulled back and secure. Others may be asked to pull back their hair.

For more information regarding or an exception to this policy, please see the Campus Director.

#### **FACILITY-RELATED RULES**

- Cell phones are permissible on campus but must be turned off during classes and trainings.
- UMA identification badges must be worn at all times while on campus (Clearwater Campus only).
- Food and beverages are allowed in the student lounge/kitchen area or outdoors only. All soda cans, cigarette wrappers, papers, food wrappers, etc., are to be placed in trash cans.
- The school is a non-smoking facility. Smoking is permitted outdoors in designated smoking areas only. All students are expected to dispose of smoking materials and waste in a proper and safe manner.
- During breaks, please do not gather around the doors of other offices in a complex. • Be respectful of the equipment and the classrooms.
- Report any suspicious activity to your assigned trainer.
- The use, storage, or possession of firearms, electronic weapons or devices, destructive devices, ammunition or any other weapon, on or at any UMA campus or event is strictly prohibited.