



CERTIFICATION COURSE POLICY

PURPOSE

The purpose of this policy is to outline the criteria, procedures, and requirements for those seeking and maintaining certification from Team Med Global University.

CERTIFICATION CRITERIA & COURSE CONFIDENTIALITY

To be eligible for certification, individuals must meet the following criteria:

- a) EMSP: At the time of application, candidates must be currently employed in the medical services profession and have a minimum of five years experience.
- b) EPEP: At the time of application, candidates must be currently employed in the medical services profession and have a minimum of five years experience.
- c) CPLS: No criteria.

It is important to note that sharing or distributing any course materials or proprietary information will result in immediate termination from the course and disqualification from receiving your certificate. By signing the attestation agreement before the course begins, you agree to these terms and acknowledge the consequences of any breach in course-confidentiality.

CERTIFICATION PROCESS

A student must successfully complete TMGU's required CPLS, EMSP, or EPEP course(s). Successful course completion occurs when a student meets the following requirements:

- a) Minimum 90% class attendance
- b) Active participation in class and Google Classroom
- c) Completion of all homework assignments
- d) Passing grade of 80% on all quizzes
- e) Passing grade of 80% on the final exam

Please refer to the TMG University Student Handbook for additional information regarding assignments.

Students who have met all of the criteria except for passing the final exam are allowed two additional attempts: the second attempt must be no earlier than one month after the first; and the third attempt must be no later than three months after the second attempt.

CERTIFICATION MAINTENANCE

- a) *Certification Cycle.* The certification cycle will begin at the time of notification of certification and continue through December 31 two years later and every two years thereafter.
- b) *Reapplication.* Applicants may reapply for certification starting June 30 of the expiration year.
- c) *Continuing Education.* Evidence of a minimum of 10 hours of TMGU-approved professional development and continuing education during each two-year period, beginning with the date of initial certification, is required to be eligible for recertification.
- d) *Exemption.* Certifications obtained prior to 2024 are exempt from renewal requirements.



CERTIFICATION COURSE POLICY

- e) *Recertification Fees.* A non-refundable \$75 recertification fee is required at the time of reapplication.

COURSE TEST-OUT ELIGIBILITY & PROCEDURE (AS AVAILABLE)

- a) *Eligibility.* To be eligible for the test-out option for TMGU's CPLS, EMSP, or EPEP courses, candidates must meet the following criteria:
- i) EMSP: At the time of application, candidates must be currently employed in the medical services profession and have a minimum of five years experience.
 - ii) EPEP: At the time of application, candidates must be currently employed in the medical services profession and have a minimum of five years experience.
 - iii) CPLS: No criteria.
- b) *Procedure.* Complete and submit the Test-Out Application (located via the hyperlink in the TMGU Student Handbook), including proof of employment and experience, if applicable.
- c) *Test-Out Fee.* Students will be assessed a non-refundable \$100 Processing Fee.
- d) *Final Exam.* Achieve a passing grade of 80% on the final exam.
- e) *Retakes.* If a student fails the final exam, they are allowed two additional attempts following payment of an additional and non-refundable \$150 Certification Processing Fee:
- i) Second attempt: no earlier than one month after the first attempt.
 - ii) Third attempt: no later than three months after the second attempt.
- f) *Payment.* Certification processing fees should be paid prior to the proctoring of Final Exam(s) and may be made via one of the following methods:
- i) Check or money order payable to Team Med Global, 438 Carroll Lane, Glen Carbon, IL 62034. In the event of a returned check due to insufficient funds, a \$75 returned check fee will be assessed
 - ii) QuickBooks via the invoice link.

CERTIFICATION REVOCATION

Certification may be revoked if an individual is found to have violated the terms of the certification policy or failed to meet the ongoing requirements for certification maintenance. Other violations, such as evidence of cheating, solicitation of answer keys, exam questions and all other course materials will result in the immediate revocation of certification and disqualification from future participation in other TMGU courses.

FEES & REFUNDS

To ensure the sustainability of our certification programs and the quality of education provided, Team Med Global, LLC institutes a course fee for all CPLS, EMSP, and EPEP courses. These fees are essential for covering the costs associated with the development, administration, and continuous improvement of our certification courses.

- a) *Non-refundable Fees.* All course fees are non-refundable. This policy is in place to allocate resources effectively and maintain the high standard of our certification programs. By registering for a course, candidates acknowledge and agree to this non-refundable policy.



CERTIFICATION COURSE POLICY

- b) *Exceptional Circumstances.* While our course fees are generally non-refundable, Team Med Global, LLC recognizes that extraordinary circumstances may arise. Requests for refunds under exceptional circumstances, such as serious illness or unforeseeable life events, will be considered on a case-by-case basis. Candidates must submit a written request along with verifiable documentation to support their claim. The decision to grant a refund under such circumstances is at the sole discretion of Team Med Global, LLC and is not guaranteed.

ACKNOWLEDGMENT OF POLICY

By proceeding with course registration, candidates confirm their understanding and acceptance of this Course Fees and Refunds Policy. It is the responsibility of each candidate to review and understand this policy prior to enrollment.

APPEALS PROCESS

Team Med Global, LLC is committed to ensuring fairness and transparency in all certification decisions. To this end, an appeals process is established for individuals wishing to challenge a certification decision. This process is designed to be accessible and equitable, allowing for a thorough review of decisions while considering the resource constraints of TMG.

1. *Submission of Appeal.*
 - i) Individuals wishing to appeal a certification decision must submit a written appeal to Team Med Global, LLC within 30 days of receiving the decision.
 - ii) The appeal must clearly state the grounds for the appeal, providing any relevant evidence or information that supports the case for reconsideration.
2. *Initial Review.*
 - iii) Upon receipt of an appeal, a designated Appeals Coordinator (a role assigned to a team member with appropriate knowledge and authority) will conduct a preliminary review to ensure the appeal meets the basic criteria for consideration (e.g., timeliness, completeness, relevance).
 - iv) If the appeal does not meet the necessary criteria, the appellant will be informed in writing, with reasons provided. If the appeal is accepted for further review, the Appeals Coordinator will proceed to the next step.
3. *Appeals Committee Review.*
 - v) An Appeals Committee will be formed for each appeal, consisting of three members: the Appeals Coordinator and two additional team members who were not involved in the original certification decision.
 - vi) The Appeals Committee will review the submitted materials, may request additional information from the appellant, and will deliberate on the appeal. If necessary, the committee may also consult with external experts or legal advisors to ensure a fair evaluation.
4. *Decision.*
 - vii) The Appeals Committee will make a decision based on the merits of the appeal, aiming to complete this process within 60 days of the appeal submission.



CERTIFICATION COURSE POLICY

- viii) The decision will be communicated in writing to the appellant, detailing the reasons for the outcome.
- ix) This decision is final and concludes the appeals process.

CONFIDENTIALITY

All proceedings related to the appeals process will be kept confidential to protect the privacy of the individuals involved and the integrity of the process.

POLICY REVIEW

This Certification Policy will be reviewed annually and updated as necessary to ensure its relevance and effectiveness.